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# Respect is Earned – Building a Trust Relationship in the Workplace

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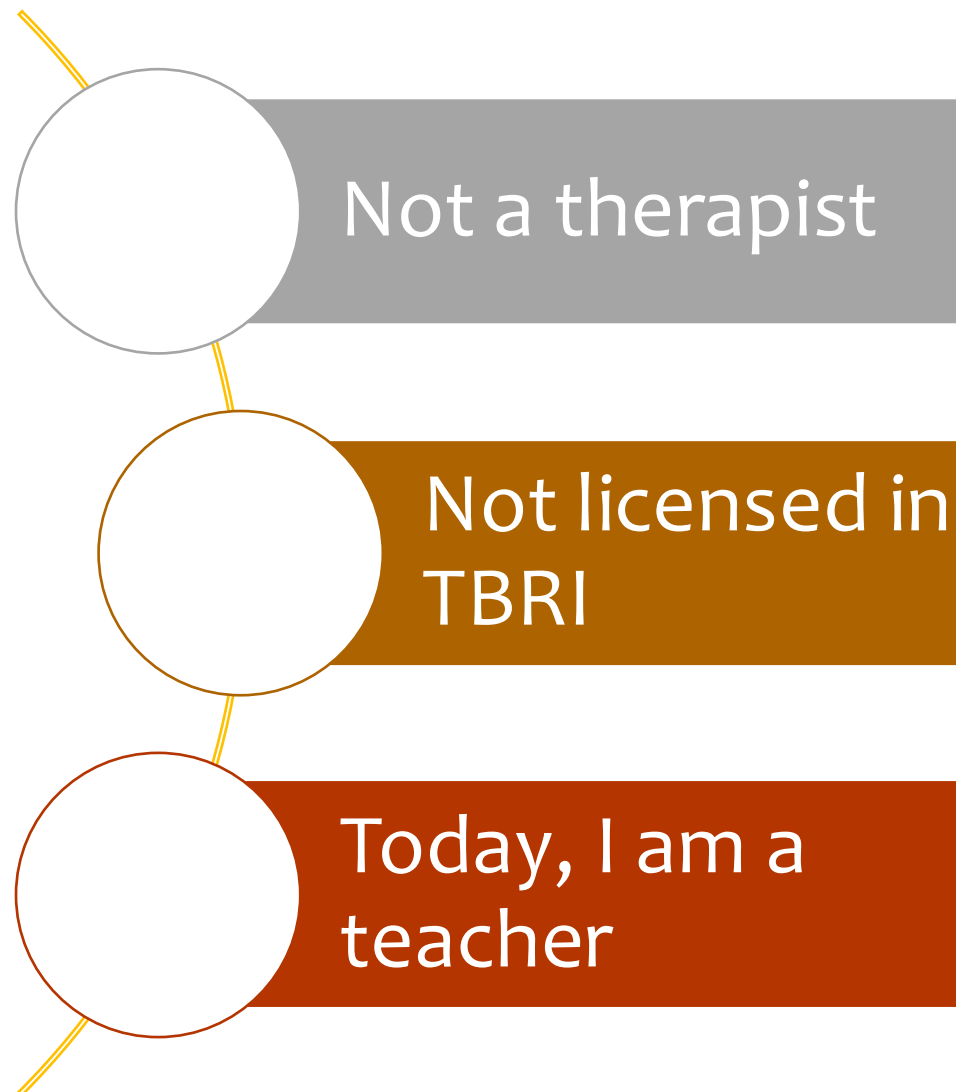
# Agenda

- i. WEBINAR SCOPE
- ii. TBRI BACKGROUND
- iii. LIMITATIONS OF TBRI
- iv. YOUR LIMITATIONS
- v. TRUST IN THE WORKPLACE
- vi. RESOURCES

Think of someone you  
respect. **What made you  
respect them?**

# Section 1: Webinar Scope

# Who am I?

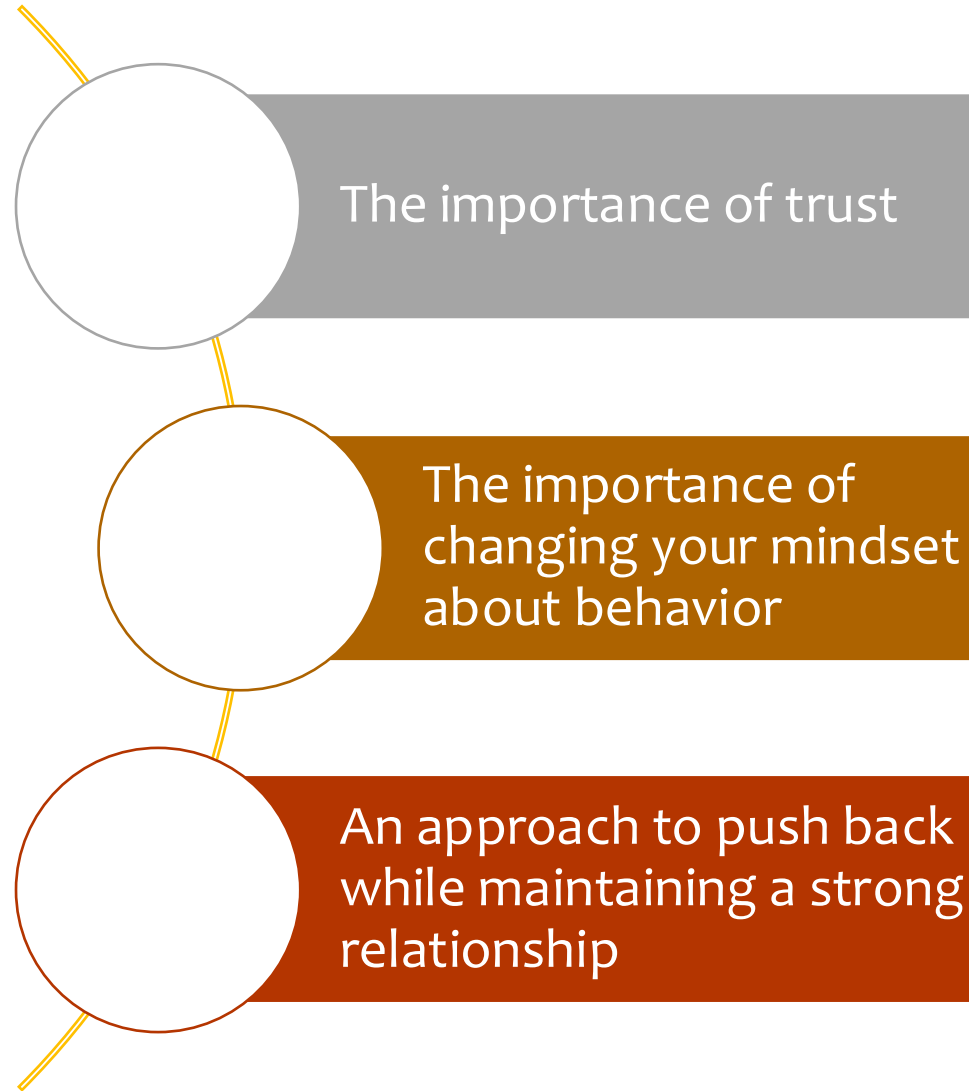


What you won't walk away  
with: **the ability to call  
yourself a TBRI expert**

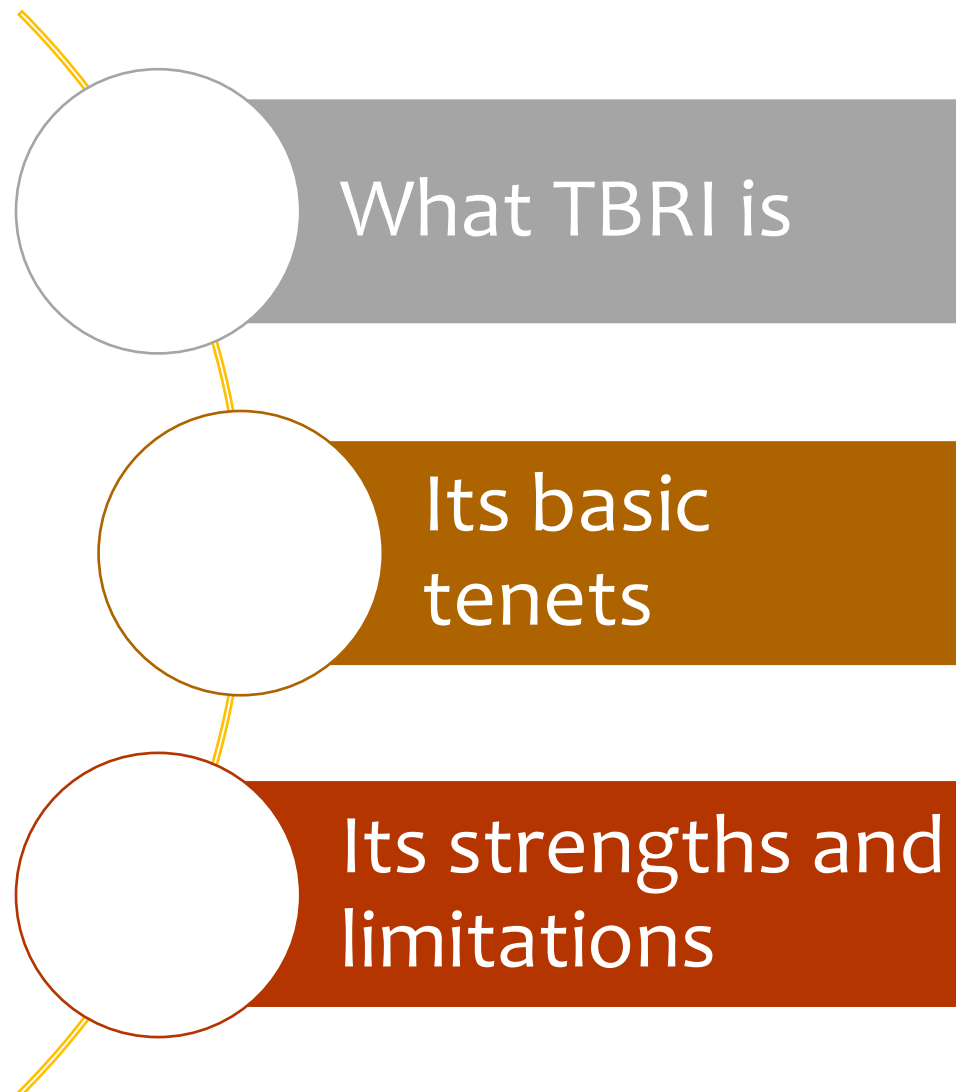
What you **will** walk away  
with



# A tool in your toolbox



# A general understanding of...



## Section 2: TBRI Background



# What is TBRI

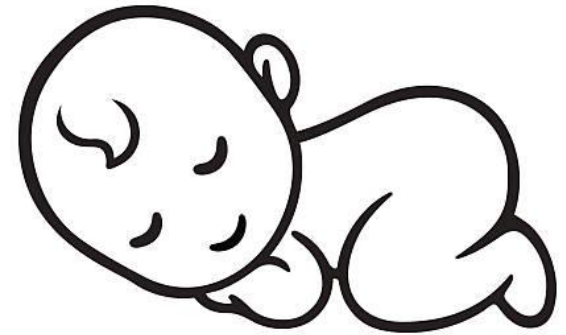
- Trauma-informed and evidence-based (and trademarked) practice
- Developed by Dr. Karyn Purvis and Dr. David Cross at the Karyn Purvis Institute of Child Development at Texas Christian University ([source](#))
- Primarily used to help parents of children with complex trauma

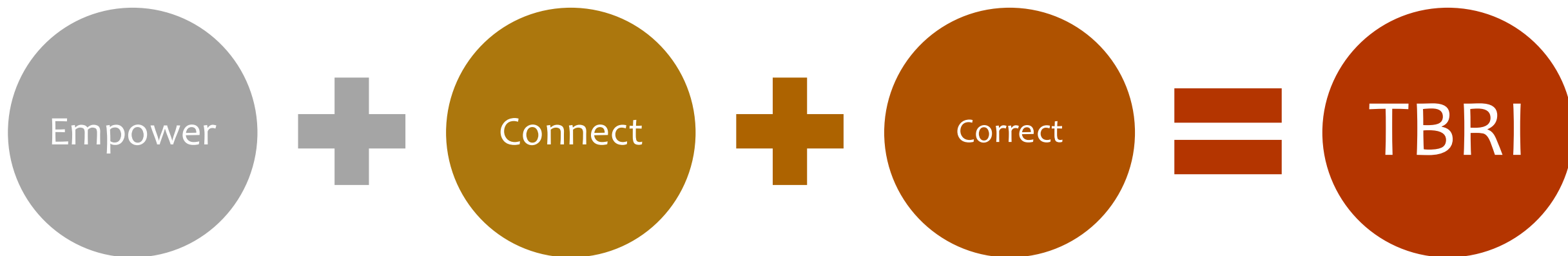
**Primary tenet:** No correction  
will stick where there isn't a  
foundation of trust

# Adopted Kids?

Why am I presenting on a practice meant for parents of adopted children?

- Adults have needs too – safety, agency, grace
- Adults have trauma
- Adults grow and regress
- TBRI has been implemented in workplaces very successfully
- Adults have to push back in the workplace without being a tyrant





# But I'm No Leader...

## What if I'm not in a position to correct people?

Leadership skills are for everyone:

- Everyone will have to push back
- Everyone wants respect
- Everyone is responsible for the workplace environment

Therefore...

- Know your place
- Take responsibility



## Section 3: Limitations of TBRI

# Limitations



## Section 4: Your Limitations

- *How do you recognize nurturing?*
- *Are you comfortable giving emotional support?*
- *How comfortable are you asking others for help?*
- *How often do you feel safe around other people?*
- *Do you comfort others in order to comfort yourself?*

## Your Limitations

*(The Connected Child, 122)*

- *Does your own childhood weigh heavily on your heart and mind?*
- *Are there ways you are sacrificial in your care of [others] because you don't believe in your own preciousness?*
- *Are you comfortable with emotionally intimate relationships?*
- *Are you comfortable with physical affection from friends and family?*
- *Are you comfortable cradling your child in your arms for sustained periods of time?*

## Your Limitations

*(The Connected Child, 122)*

*“Often, people who are uncomfortable with feelings choose a career that focuses on intellectual achievement or one that is heavily rule-based. [...] However, the habit of suppressing emotions can also make it much harder for them to understand and connect with other people, particularly struggling children who are haunted by their pasts and limited by neurological impairments.”*  
(The Connected Child, p. 228)

Invest in your wellbeing



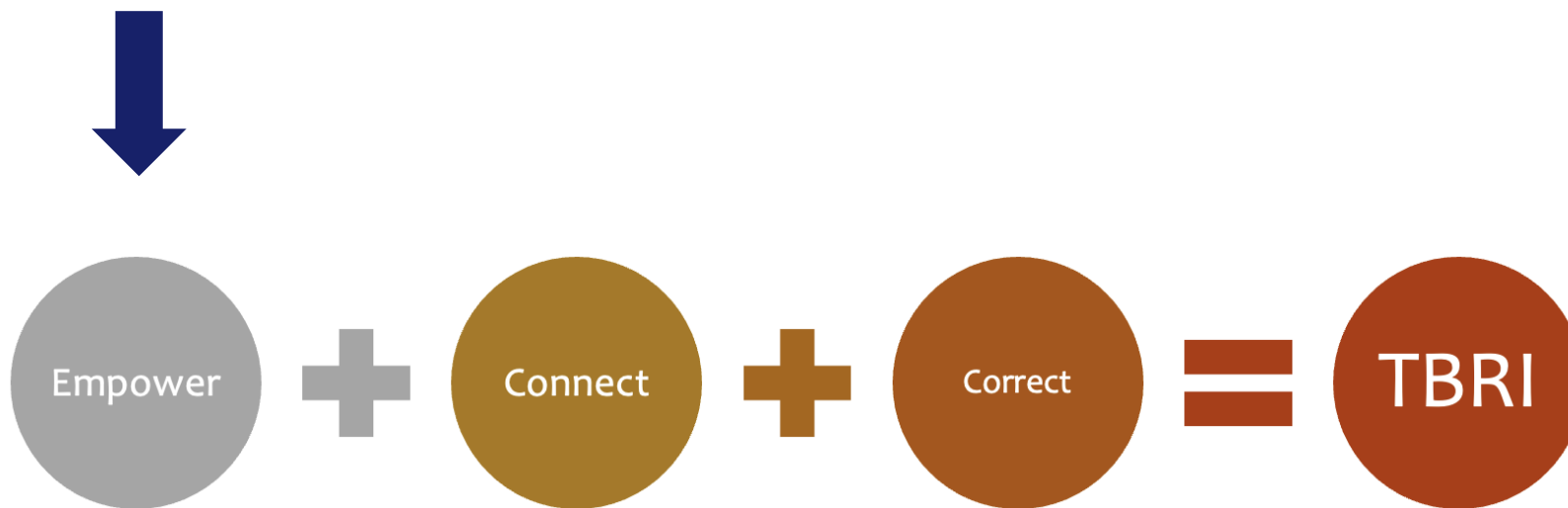
Free yourself from perfectionism



Unfreeze your feelings



## Section 5: Trust in the Workplace



# Control=Survival

## Set clear expectations:

- We have a job to do
- We won't always be able to predict what happens – you can't protect everyone from everything
- If, in trying to be polite, you're letting someone dig their own grave, you are breaking trust



# Control=Survival



## Willingness to compromise

- Give choices
- Choose your battles

“Would you like to do this now, or after we’ve had coffee?”

“I need your advice, do you like Atpos or Calibri?”

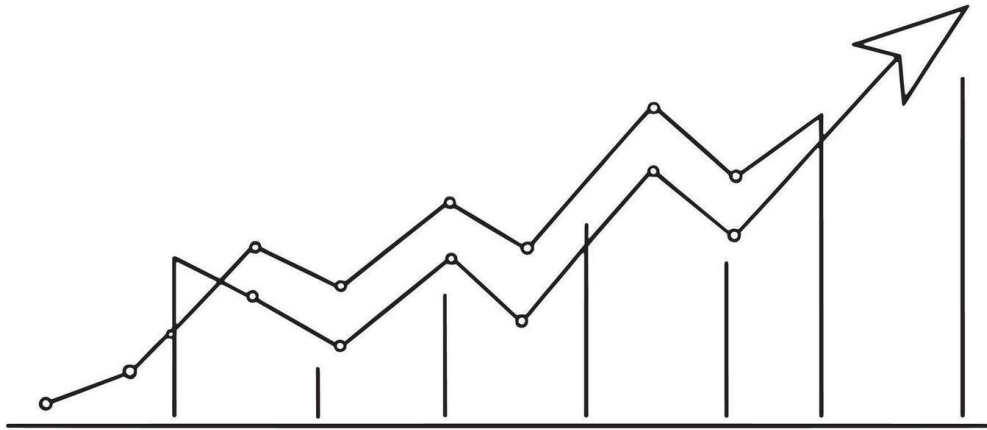
**Build micro-choices**

# Control=Survival

## Ability to create the environment you need to work

- Do you prefer quiet?
- Do you prefer being able to have non-work conversations with coworkers?
- Do you prefer to set firm boundaries in your personal life?
- Do you like plants?
- Do you hate certain smells?
- Do you like taking lunch with coworkers or individually?

# Recovery Mindset



**People aren't a lost cause**

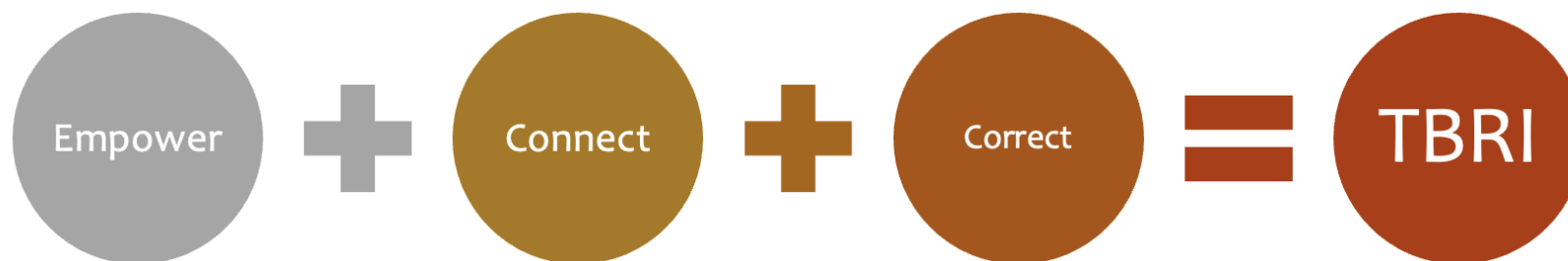
“Nurturing experiences through trusting relationships can help heal the brain.”

“Problems that are formed in relationships can only be healed through relationships.”

-Dr. Karyn Purvis

([source](#))

## Section 5: Trust in the Workplace

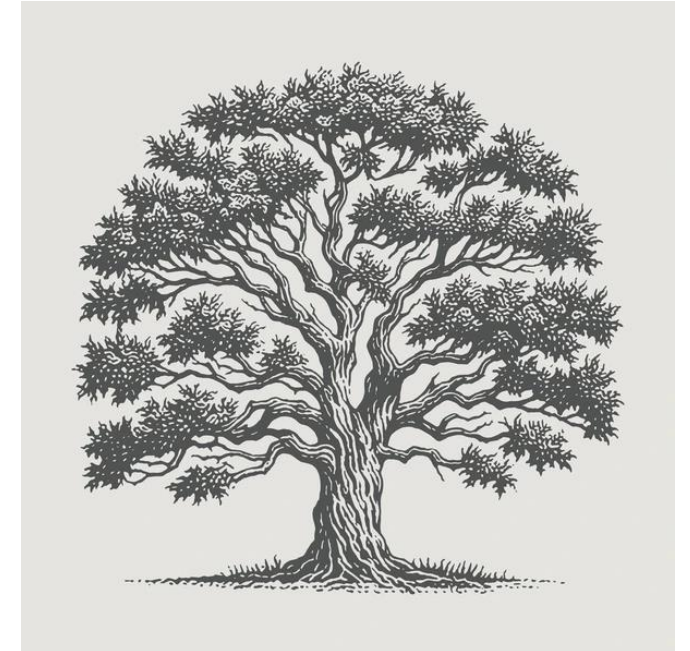


# Felt Safety

Even if your workplace *is* safe, do you *feel* safe?

Can you:

- Connect?
- Have fun?
- Be respectfully sincere?
- Trust people to have your back behind your back?
- Be imperfect?



# Building Felt Safety



## Food

## Structure

- How long will this meeting last?
- What will happen during this meeting/activity?
- What is expected of you during this activity?

## Cleanliness

- Clutter is overstimulating

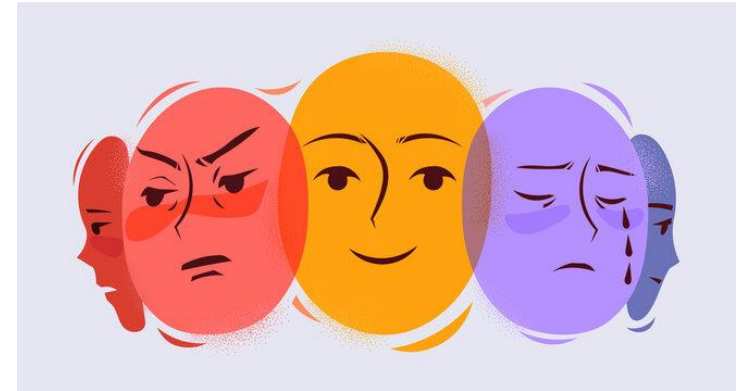
# Building Felt Safety

## Awareness of others' feelings

- Are you aware of what is happening in your coworkers' lives?
- How do they communicate?
- What is their baseline?
- What flusters them?

## Awareness of your feelings

- Do you know when you're overstimulated or burnt out?
- Do you know when you're feeling shame?
- Do you know how you respond to any of the above?



# Communication



## People appreciate a good memory

- Remember the small talk
- Remember the real talk

## People give signs, even when they're trying not to

- Are their pupils dilated?
- Are they off their baseline?



# Communication

**People appreciate it when you look like you're listening**

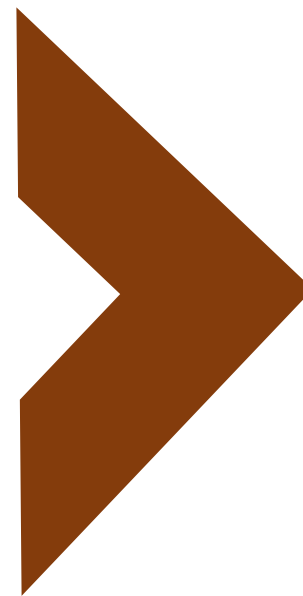
- Square your shoulders with them
- Make eye contact
- Be in the moment

**In large groups, try to give individuals 30 seconds of undivided attention.**

**In a virtual setting, try to start the conversation conversationally.**



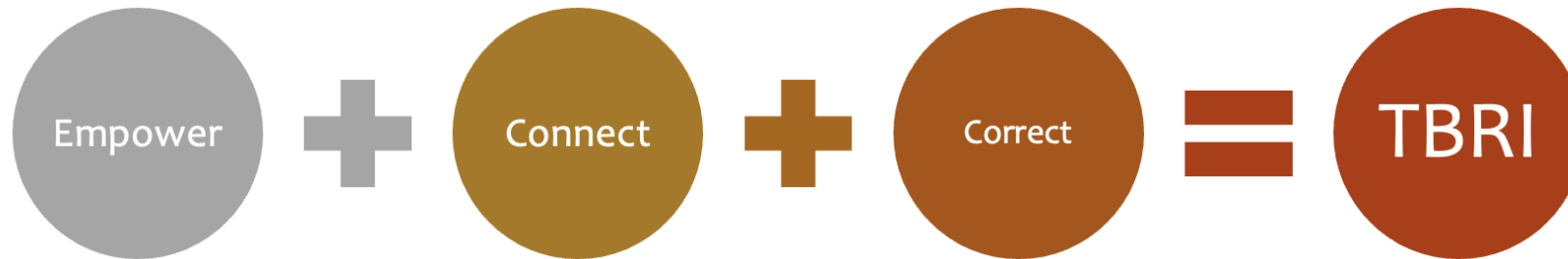
Empowering and  
Connecting



Correcting

Questions? Comments?  
**Examples?**

## Section 5: Trust in the Workplace



# When to Correct

**The goal is not to get to this stage**

- “The correcting strategies are 1/6 of what we do” ([source](#))

**There are two types of correction**

- Proactive – how to set the stage
- Responsive – what to do in the moment

Note: Many TBRI resources, in terms of techniques to correct behavior, are child-oriented. Adapt to your audience.

# Shift Your Mindset

*“Shift your mind-set so that you see misbehaviors not as a headache but as an opportunity to teach [...] new skills.” (The Connected Child, 94)*

People are reacting in the best way they know how. Trauma changes how that looks.

# For Leaders

*“A little child who always has to be the boss of himself is not a happy child [...] Deep down, it is a relief from him to learn trust and rely on a safe adult.” (The Connected Child, 96)*

Why would this apply to adults?

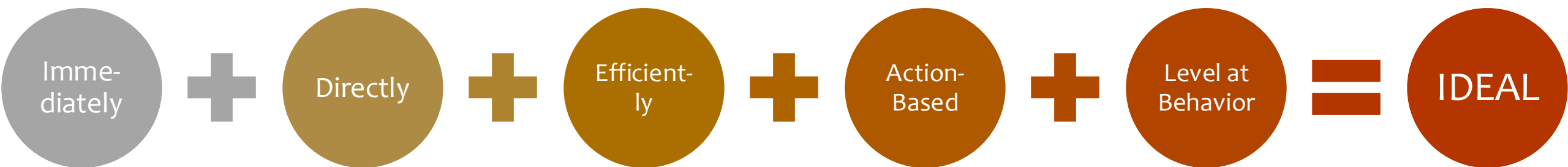
[Let's watch a video](#) (21:13-22:09).

# For Leaders

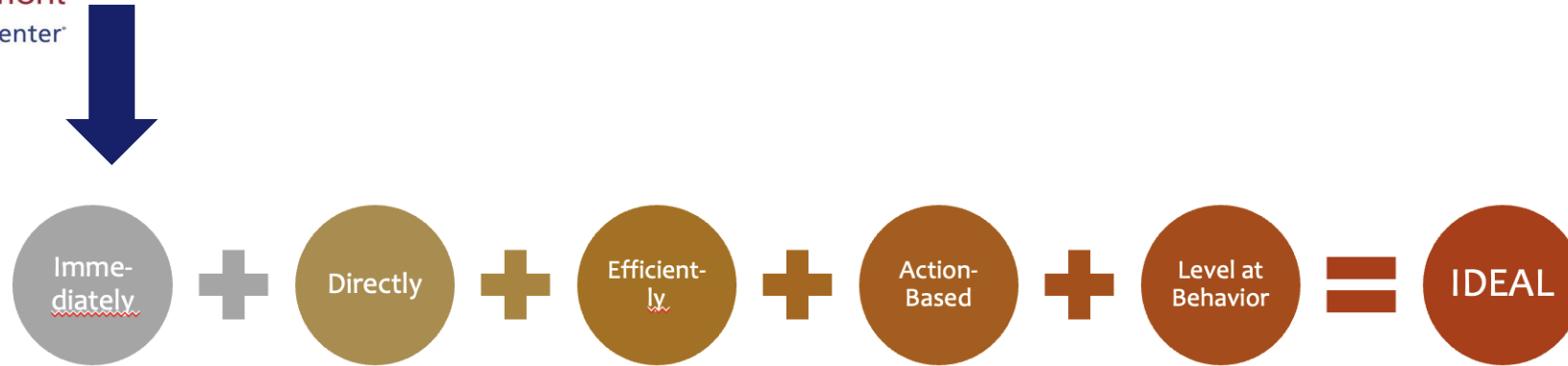
*“Get into the habit of listening to the music and rhythm of your voice so you can purposefully slow it down [...] Discipline yourself to conserve your words.” (The Connected Child, 100)*

**Use the voice.**





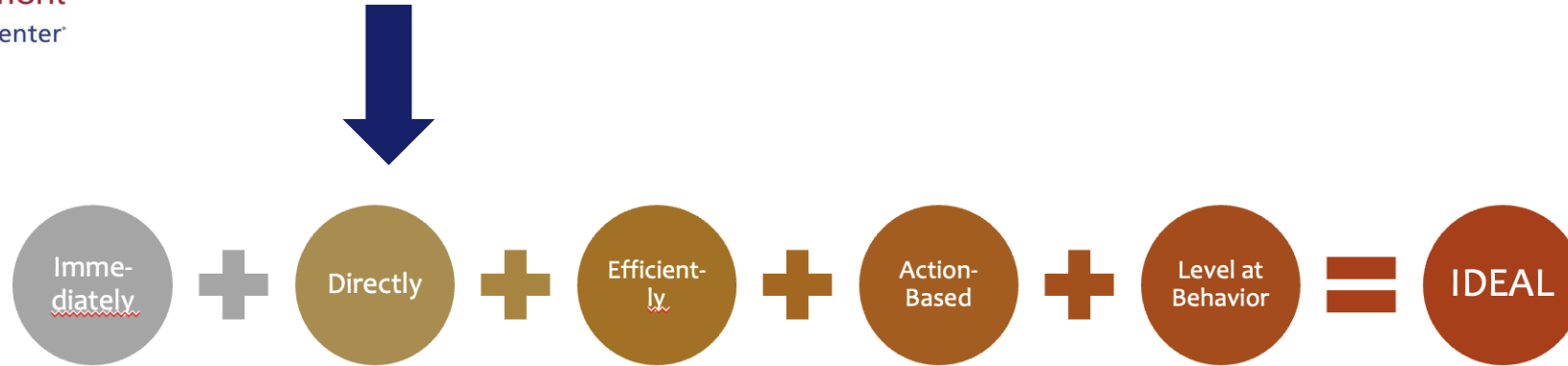
# I=Immediately



- **Address the behavior within three seconds:**

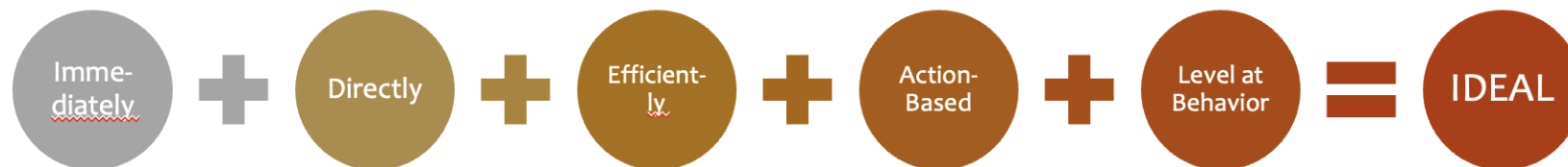
- Read their body language
- Free yourself from perfectionism
- Duck on the pond
- De-escalate
- Use *the voice*

# D=Directly



- **Don't dance around the subject:**
  - “Fired”
  - Don't catastrophize
  - Watch your tone

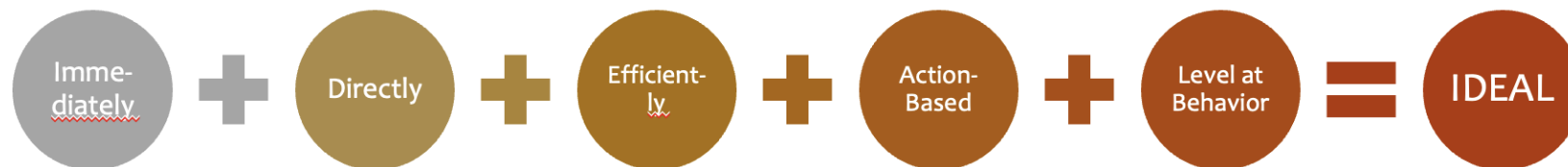
**E=Efficiently**



- **Use few words:**

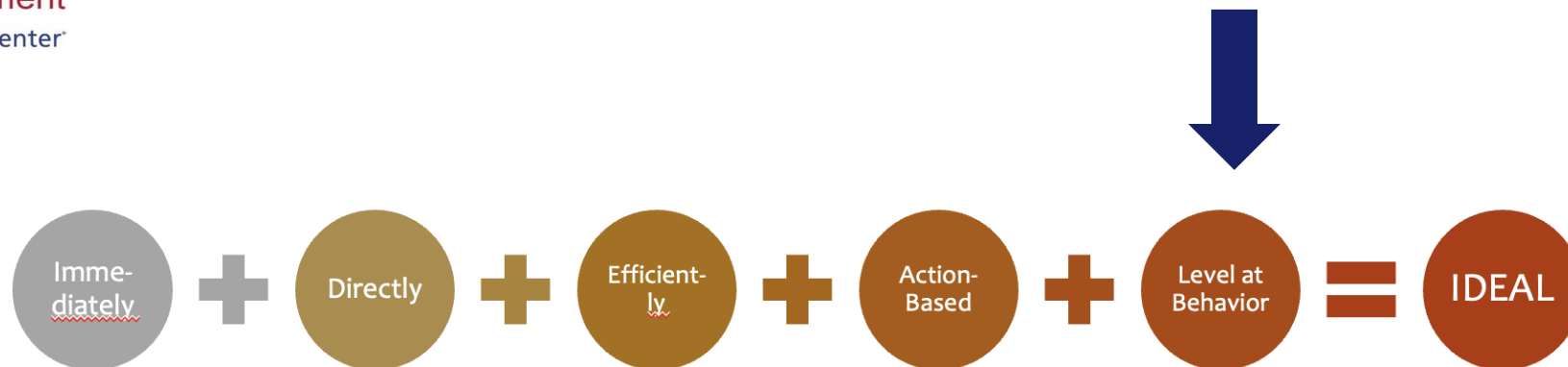
- Talk calmly
- Talk less

# A=Action-Based



- **Present solutions, not just problems:**
  - What is the right behavior?

# L=Level at Behavior



- **Level at the behavior, not the person:**
  - Adapt to the person
  - Don't be patronizing



Sometimes it's not the right time  
**Sometimes you're not the right  
person**

Questions? Comments?  
**Examples?**



## Section 6: **Resources**

- *Alert [people] to upcoming activities*
- *Make their day predictable*
- *Give appropriate choices to share control*
- *Speak simply and repeat yourself*
- *Be an effective leader*
  - *Do you follow through on promises?*
  - *Are you calm and patient?*
  - *Are you confident?*

## Strategies to Reduce **Chronic** **Fear**

(The Connected Child, 54-72)

- *Prevent sensory overload*
- *Don't corner them*
- *Help the [people] meet new challenges*
- *Be approachable*
- *Introduce [people] to a new environment*
- *Don't catastrophize*
- *Honor their emotions*
- *Respect their own life story*

## Strategies to Reduce **Chronic** **Fear**

(The Connected Child, 54-72)

## More on TBRI (Childhood Development Lens)

“TBRI An Overview: Putting the Pieces Together” Video  
<https://www.youtube.com/watch?v=T43zJDgTNPA>

“Introduction to TBRI” Video  
<https://www.youtube.com/watch?v=GxA3eQik3E8>

Purvis, Karyn B., et al. *The Connected Child: Bring Hope and Healing to Your Adoptive Family*. Unabridged. [United States]: McGraw Hill-Ascent Audio, 2007.

- Chapter 4 – “Disarming the Fear Response with Felt Safety”
- Chapter 6 – “You Are the Boss”
- Chapter 12 – “Healing Yourself to Heal Your Child”

## More on TBRI (Workplace Lens)

Empowered to Connect Podcast: Ep. 188 “TBRI in Staff Culture”  
<https://www.youtube.com/watch?v=xCX8-TRtloo>



Thank You!