

Conquer **Burnout**, Ignite Leadership with Neuroscience



Terry Wu, Ph.D.

WhyTheBrain**Follows.com**

What Do You Do to Relax?

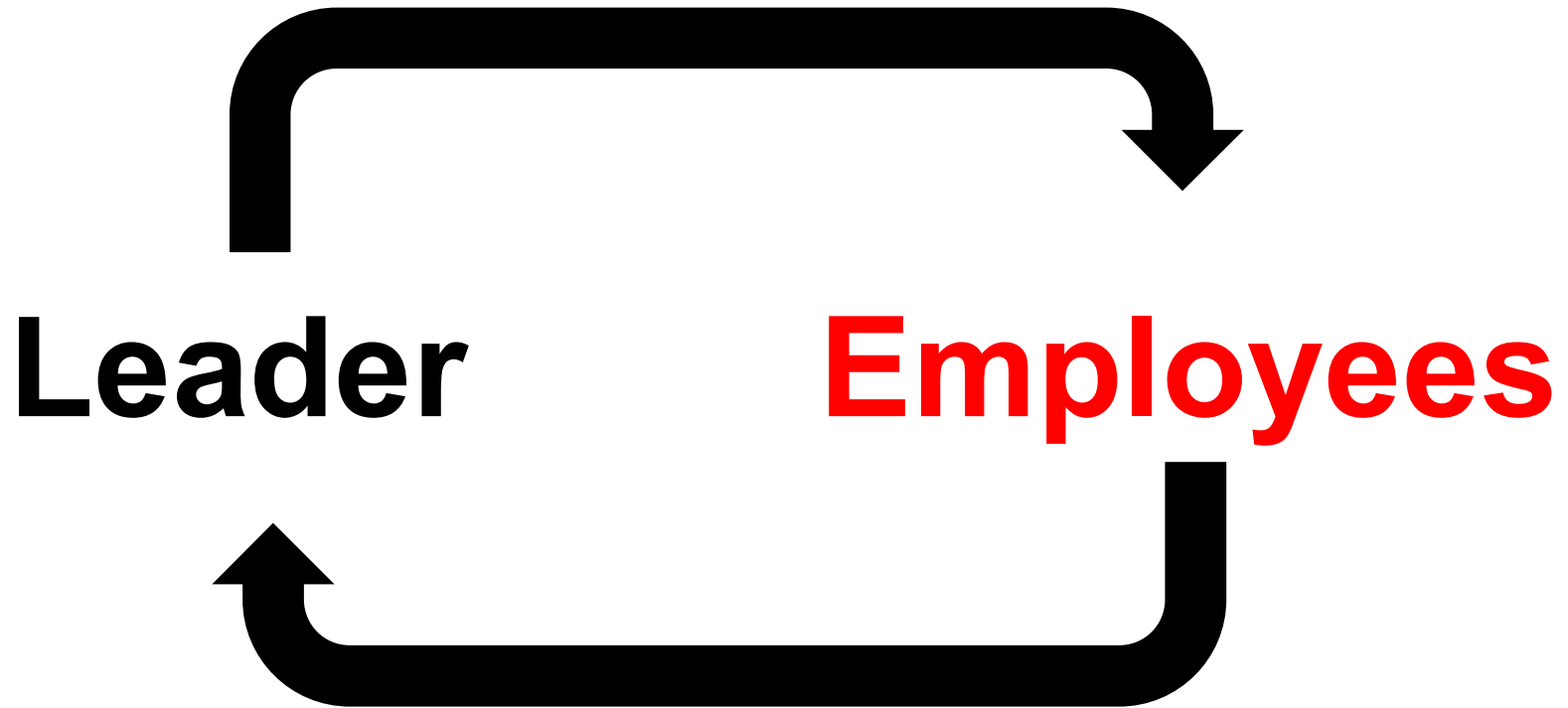
Your Biggest Stressor?

Handout: Question 1

Words Associated with Stress?

Stress & Leadership

Vicious Cycle



Safety **Signals**

1. Control

Autonomy

What, When, Where, Who, How

Micromanagement

What, When, Where, Who, How

Choices

Choices vs. Mandates

Your Stressor

Rate Your Control: 1 ~ 7

Handout: Question 2

National Park Service
U.S. Department of the Interior



Because of the
Federal Government SHUTDOWN,
**All National Parks
Are CLOSED.**

2. Predictability

**FIRST ALERT
WEATHER**

7-DAY FORECAST

THU	FRI	SAT	SUN	MON	TUE	WED
30% AM	40%					
	 WINDY					
FIRST ALERT WEATHER	FIRST ALERT WEATHER	FIRST ALERT WEATHER				
-1	-1	2	4	9	15	23
-10	-9	-8	-5	3	15	

Communication

Trust

Fairness

Routines

Your **Stressor**

Rate Your Predictability: 1 ~ 7

Handout: Question **3**

National Park Service
U.S. Department of the Interior



Because of the
Federal Government SHUTDOWN,
**All National Parks
Are CLOSED.**

3. Progress



Small Wins

Learning

Boredom

Your **Stressor**

Rate Your Progress: 1 ~ 7

Handout: Question **4**

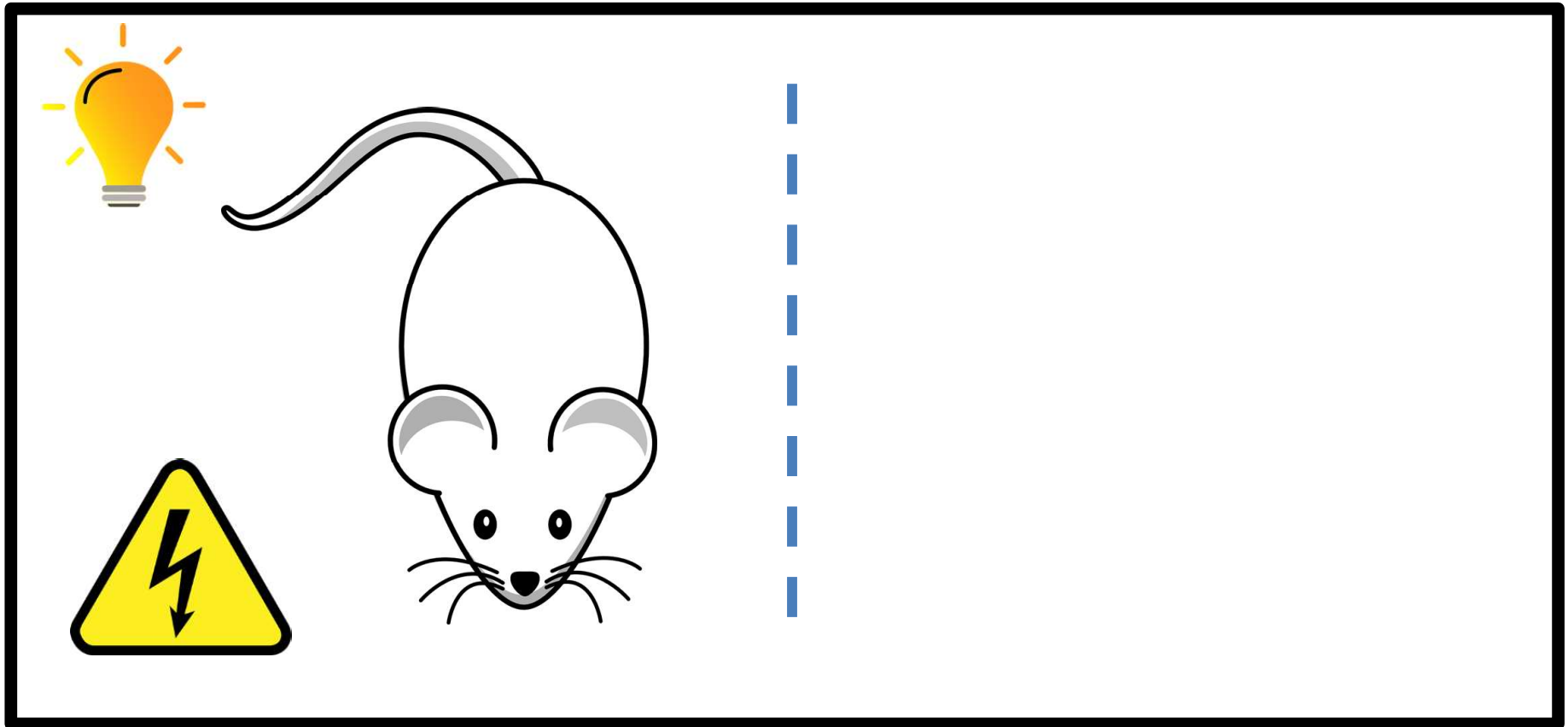
Your **Stressor**

Control

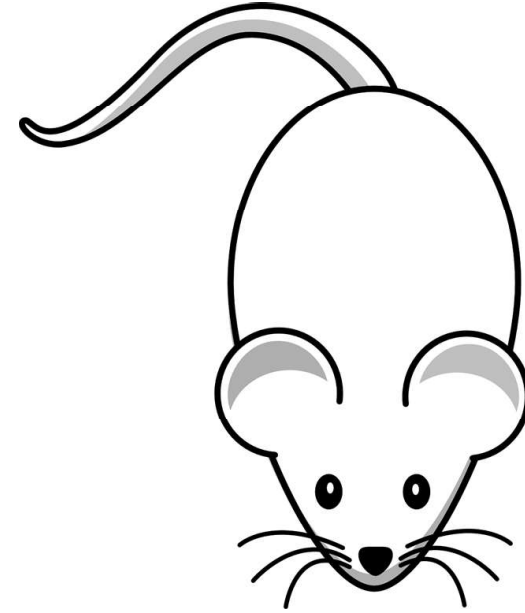
Predictability

Progress

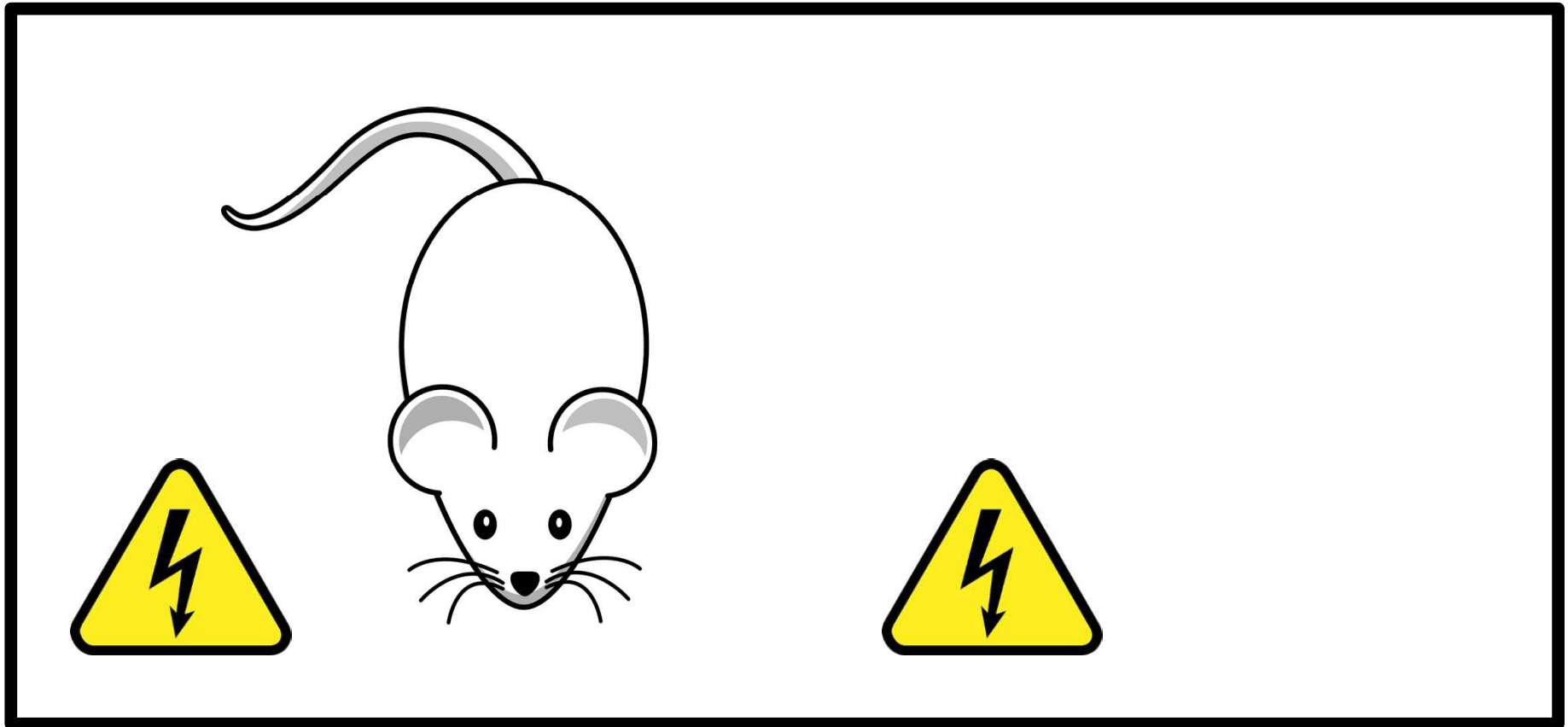
1. Control & Predictability



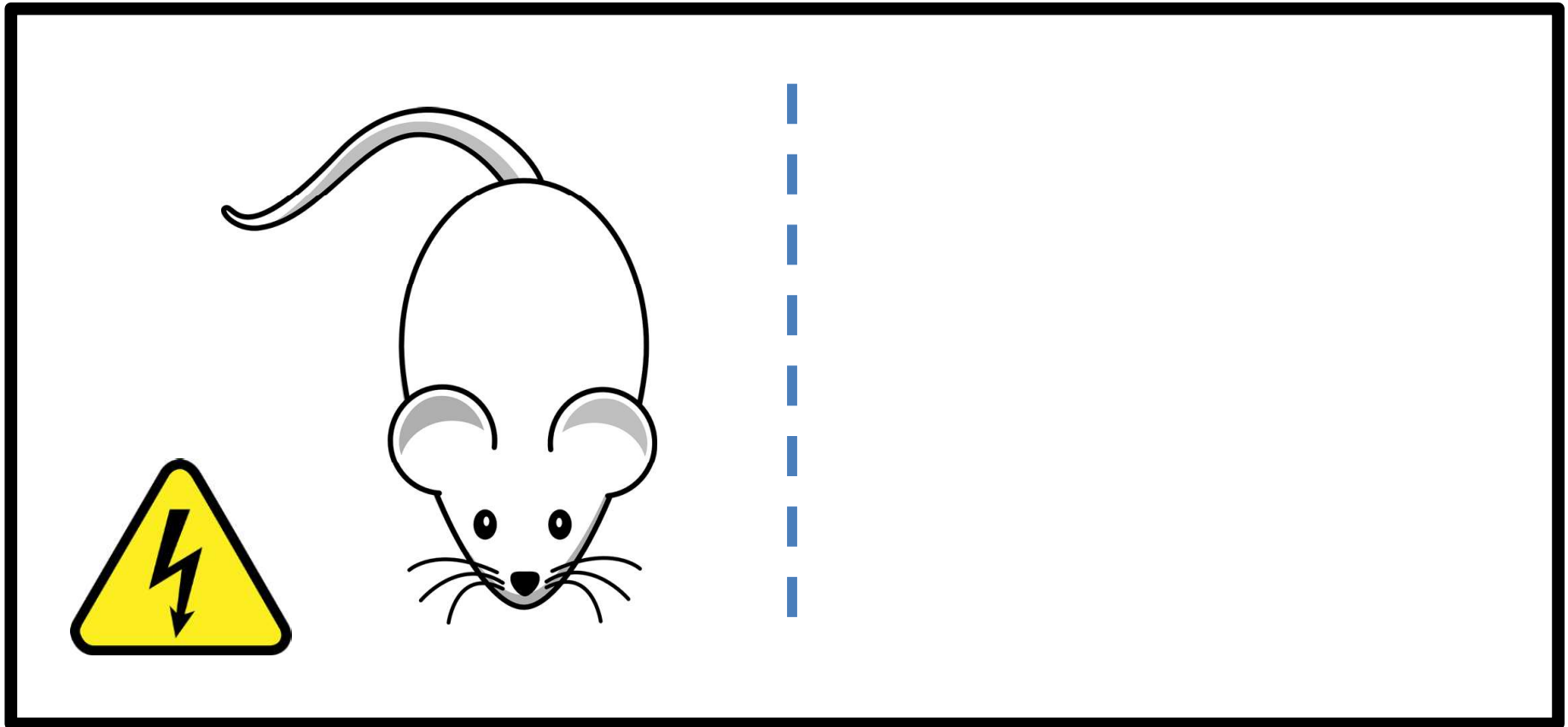
1. Control & Predictability



2. No Control & No Predictability



2. No Control & No Predictability



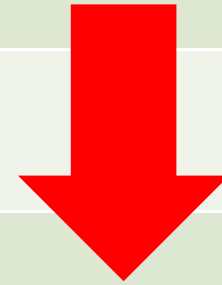
Learned Helplessness

COVID **First Year**

Control

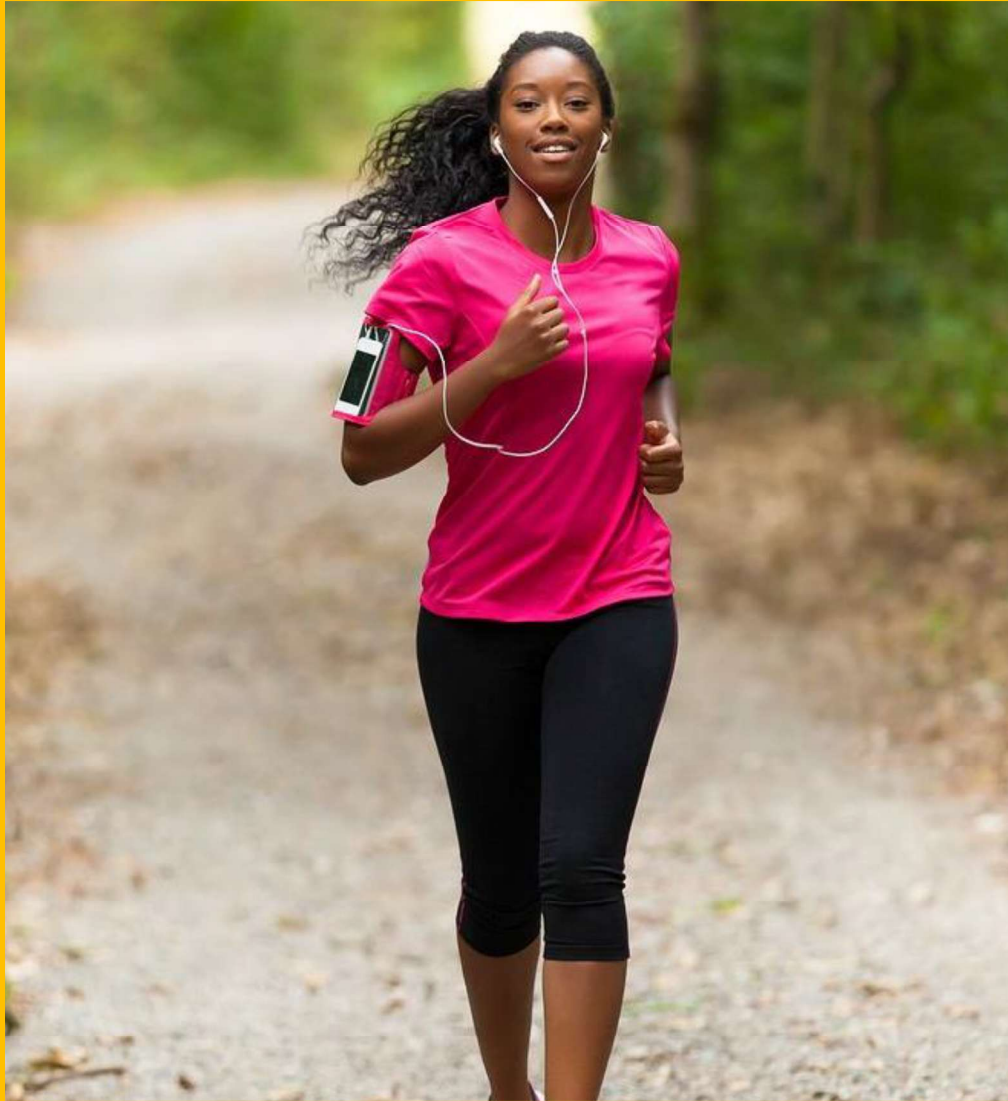
Predictability

Progress



Stress & Leadership

4. Outlets





Hobbies

5. Social Support



Give & Take

Your **Stressor**

Outlets & Social Support: 1 ~ 7

Handout: Question **5**

Your **Stressor**

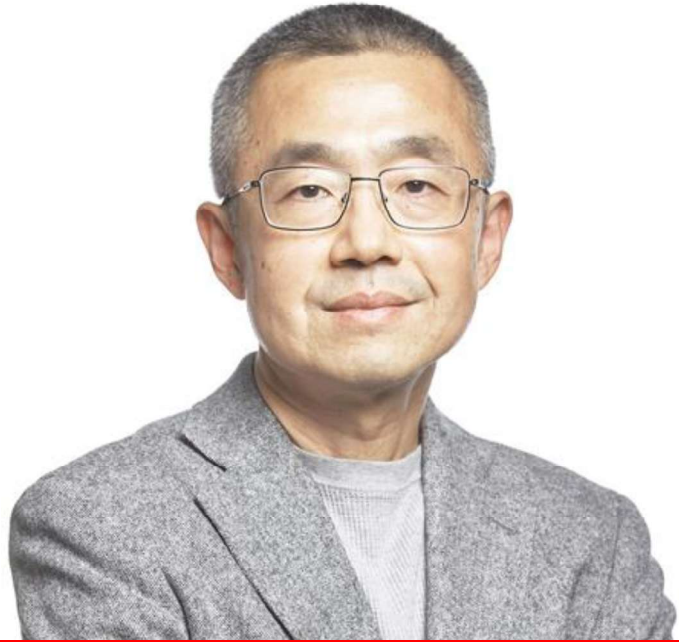
Control

Predictability

Progress

Outlets

Social Support



Terry Wu, Ph.D.

Neuroscientist & Speaker

Neuroscience-Powered Leadership Training

WhyTheBrainFollows.com



VILLA *of* HOPE

rebuild. recover. renew.



A SANCTUARY* CERTIFIED AGENCY

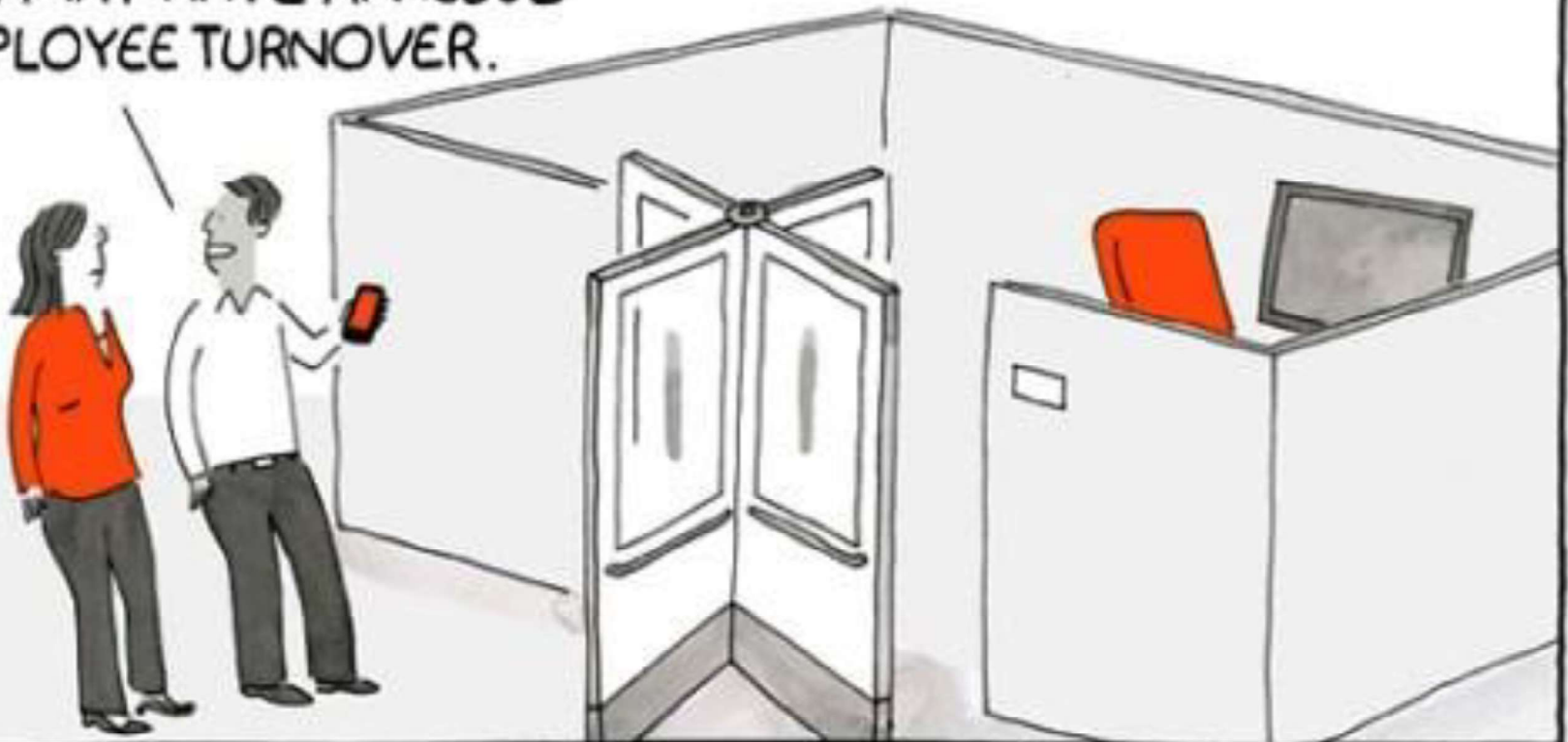
Organizational Culture: Strategies for Building Resilience & Well-Being in the Workplace

GRQC November 20, 2025

How important is this topic?

TIME WELL SPENT™

ACCORDING TO MY DATA, THIS POSITION MAY HAVE AN ISSUE WITH EMPLOYEE TURNOVER.



 KRONOS™

marketoonist

Workforce Innovation That Works™

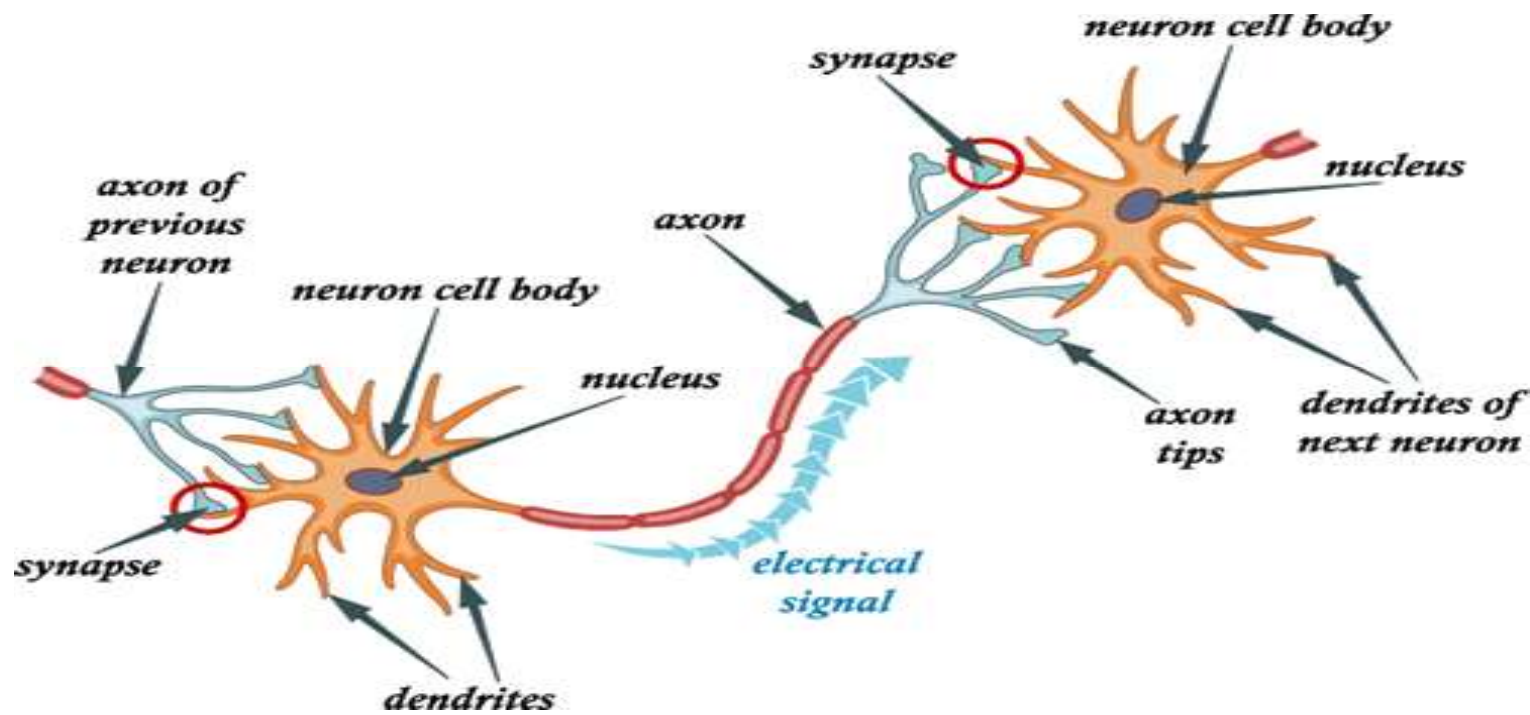
KRONOS.COM/TIMEWELLSPENT

VILLA *of* HOPE

The Neuro-Science of Stress AND Resilience/Wellness

- When we learn new information or skills, repetition is key because:

“The neurons that fire together wire together.”



Framework & Principles



- ✓ Organizational culture must align with mission, vision, and values, or else “Culture eats strategy for lunch.”
- ✓ Culture change requires “top-down” leadership, support, and accountability, complimented by “bottom-up” inclusion and engagement of all tiers of the organization’s staffing model.

Villa of Hope

Our Journey is a Story... and a Framework



Mission:

Villa of Hope partners with individuals, families and communities to **Rebuild** relationships, **Recover** potential, and **Renew** Hope for the future.



Vision 2030:

We will advance equity by transforming the *social foundations* of our neighbors, elevating lifelong health outcomes for our community.

The Sanctuary Model

- The agency was looking to adopt a trauma-informed model of care.
- An interdisciplinary and interdepartmental committee evaluated options and chose The Sanctuary Model.
- A Core Team was formed and completed the initial 5-day “immersion” training.
- A position was created (restructured) at the Executive Leadership Team (ELT) level of the organization.
- A strategy for agency-wide implementation was developed and completed over a 4 ½ year period.
- Certification was achieved, but we are continuously working on fidelity over time.

Our Fundamental Guiding Principles

Rooted in The Sanctuary Model®, the Mission, Vision and Values of Villa of Hope voice the commitment we make to those we serve, our community and each other. Accountability and fidelity to our Mission, Vision and Values is at the core of how we perform as a youth, adult and family service agency.

Why we exist.

MISSION

Villa of Hope partners with individuals, families and communities to:
Rebuild relationships; **Recover** potential; and **Renew** Hope for the future.

2030 VISION STATEMENT

Villa of Hope will advance equity by transforming the social foundations of our neighbors, elevating lifelong health outcomes for our community.

VALUES

Relationships based on **Caring, Hope and Respect** are the foundation of our efforts.

What we have to accomplish.

ORGANIZATIONAL PERFORMANCE

Quality We provide superior programs, services and internal processes

Sustainable Outcomes We hold ourselves accountable for achieving sustainable outcomes

Financial Viability We are good financial stewards

Youth & Families We engage from a strength-based perspective

Collaborative Efforts We build strong and lasting partnerships, internally and externally

Internal Process We maintain clear, strong and efficient policy and procedures

Talent & Culture We empower staff

Diversity, Equity, Inclusion & Belonging We believe in the dignity and humanity of all people to reach their full potential

How we do it.

ORGANIZATIONAL CULTURE

Social Responsibility We are accountable, reliable, proactive, positive, appreciative

Growth & Change We innovate, ignite, promote, initiate and support a change ready culture

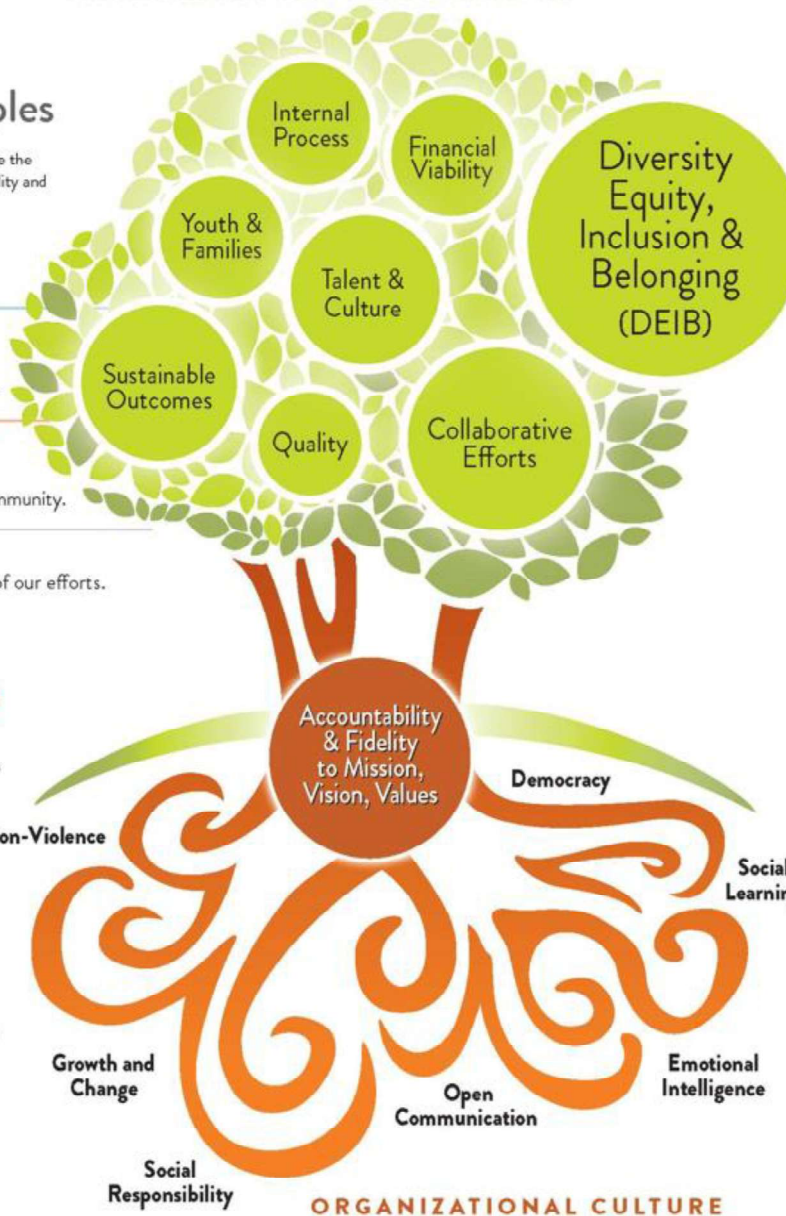
Democracy We engage staff, those we serve, and volunteers

Emotional Intelligence We are caring, compassionate, respectful, balanced, self-aware

Open Communication We demonstrate integrity, honesty, humility, transparency, vulnerability

Social Learning We are courageous, encouraging, committed to seeking and sharing best practices

Non-violence We are committed to physical, social, psychological and moral/ethical safety



Diversity, Equity, Inclusion & Belonging at the Villa

Diversity – The variety of traits or characteristics within and between groups

Equity – The state, quality or ideal of being just, impartial and fair (i.e. Interpersonal Relationships, Organizational Culture, Structural and Systemic)

Inclusion – The act or state of including or of being included within a group or structure

Belonging – The feeling of security and support when there is acceptance, inclusion and identity for a member of a certain group

Mission Statement

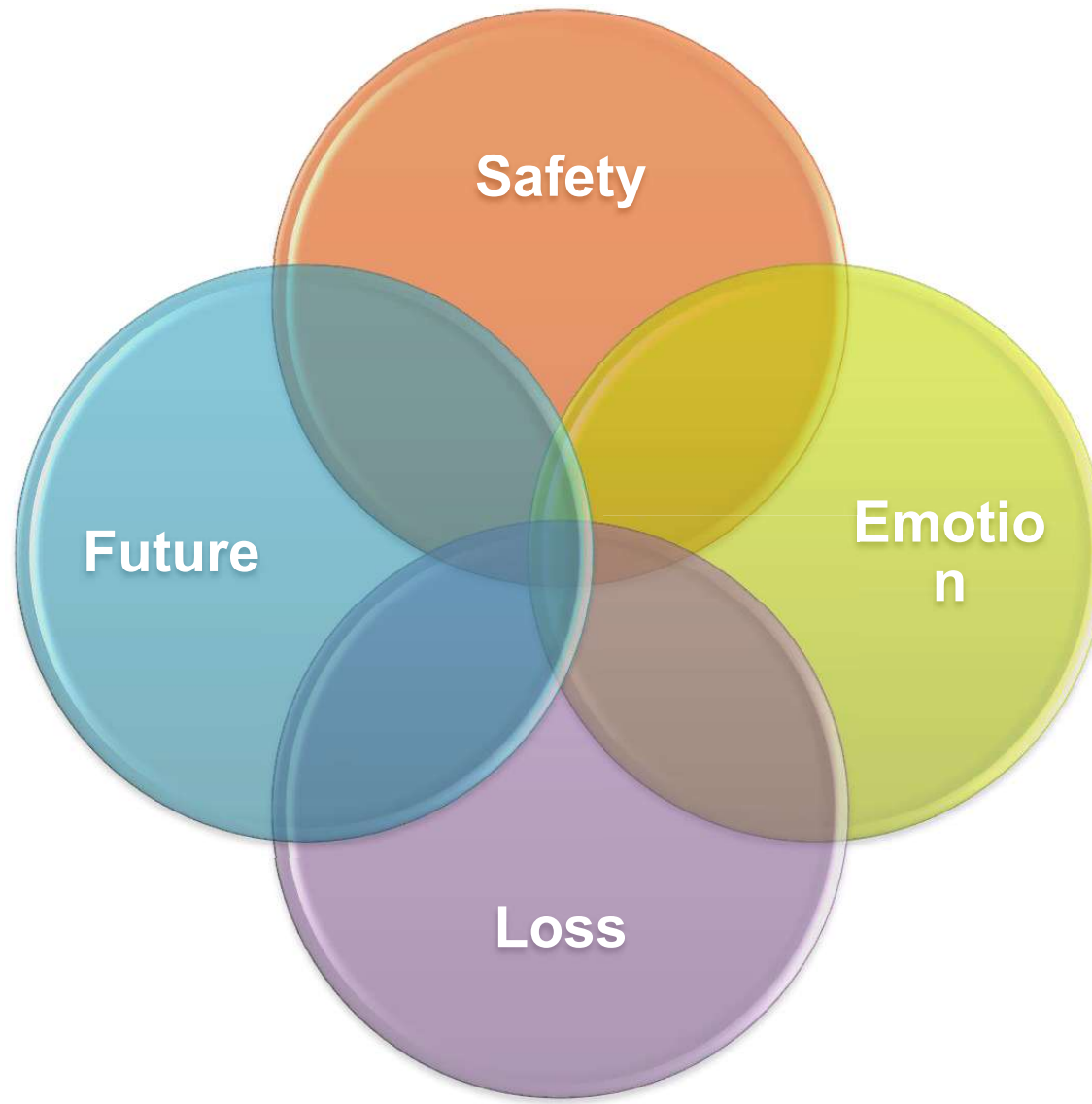
We are committed to creating, nurturing and sustaining a culture of diversity, equity, inclusion and belonging – a workplace in which colleagues treat each other with respect by listening to different cultures, thoughts and ideas. We are committed to an environment where we value and leverage experiences, and possess the cultural humility to lead an engaged workforce, impact youth, individuals, families and community.

Vision Statement

We are a multi-cultural and anti-racist organization. We strive to build a greater understanding of community, systems and the lives that we touch to achieve and advance Diversity, Equity, Inclusion and Belonging.

Trauma Informed Framework & Practices

S.E.L.F. MODEL



THERE ARE FOUR KINDS OF SAFETY:

Physical safety:

- Your body is safe from physical harm

Psychological safety:

- You are safe with yourself

Social safety:

- You are safe with other people

Moral / Ethical safety:

- You and other people in your community are safe and consistent with your conscience, beliefs, values

All Change Is Loss & Opportunity

Don't be afraid of
change. You may lose
something good, but
you'll gain something
EVEN BETTER.

WWW.LIVELIFEHAPPY.COM

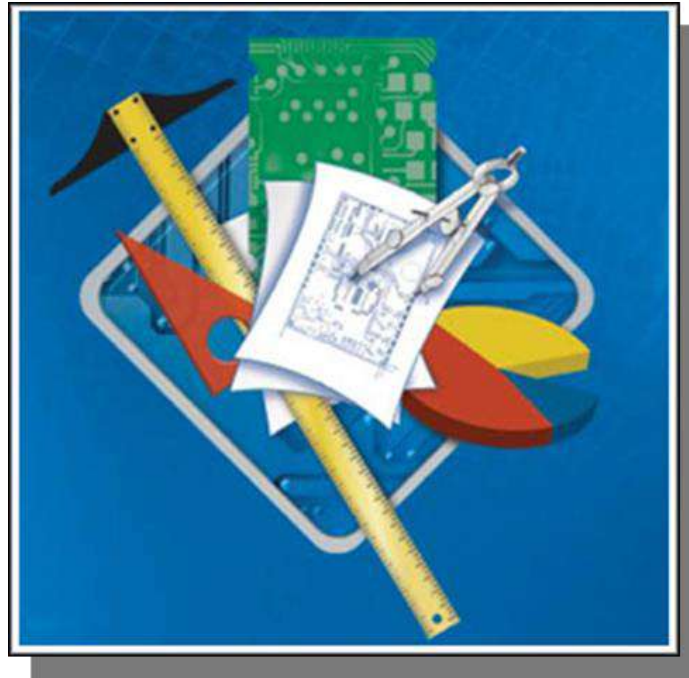
THE SEVEN COMMITMENTS



The Sanctuary Commitments

- **Nonviolence** - being safe outside (physically), inside (emotionally), with others (social), and to do the right thing (moral)
- **Emotional Intelligence** - managing our feelings so that we don't hurt ourselves or others
- **Social Learning** - respecting and sharing the ideas of our teams
- **Democracy** - shared decision making (everyone has a voice not a vote)
- **Open Communication** - saying what we mean and not being mean when we say it – *Open Communication is especially vulnerable to organizational stress!*
- **Social Responsibility** - together we accomplish more, everyone makes a contribution to the organizational culture
- **Growth and Change** - creating hope for our clients and ourselves

Tools & Practices



THE SANCTUARY MODEL TOOLKIT

Community Meetings

Psychoeducation Groups

Red Flag Meetings

Safety Plans

Self Care Plans

Team Meetings

Treatment Planning

Supervision & Coaching

Training

Core Team

COMMUNITY MEETING: WHY ?

Structure/Routine (Group norm)

Predictability

Caring for others

Bridging

The power of the Circle

Shared Responsibility

Trauma Recovery-Creating Group Safety

COMMUNITY MEETING: *THE QUESTIONS*

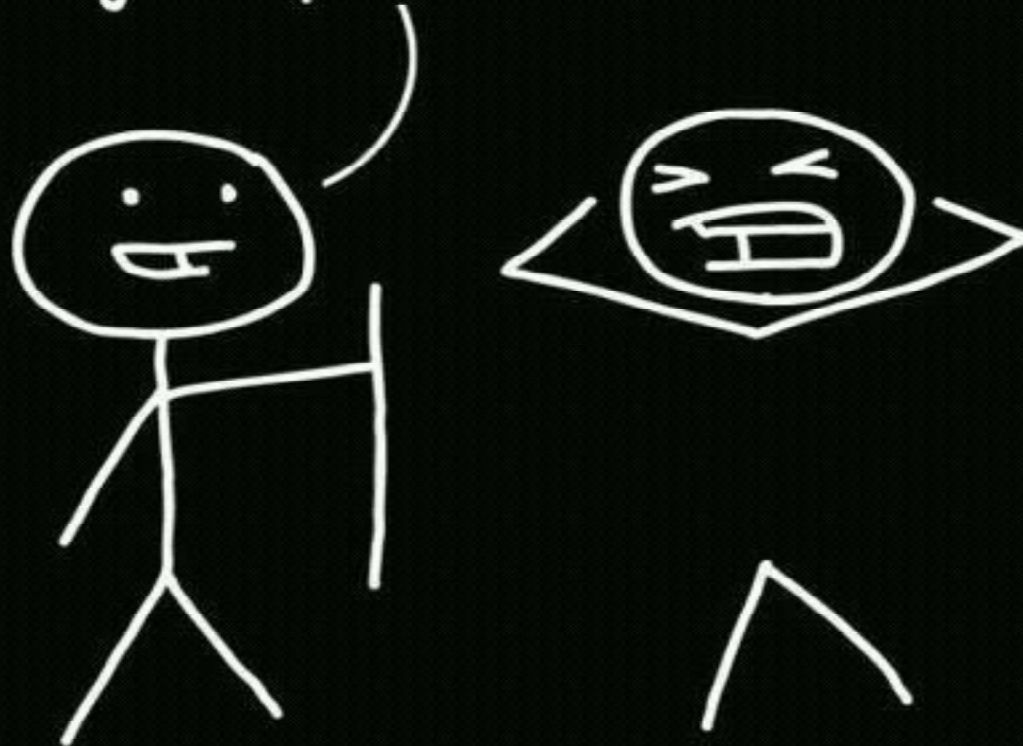
How are you feeling today?

What is your goal for this meeting? (*the sense of "having progress"*)

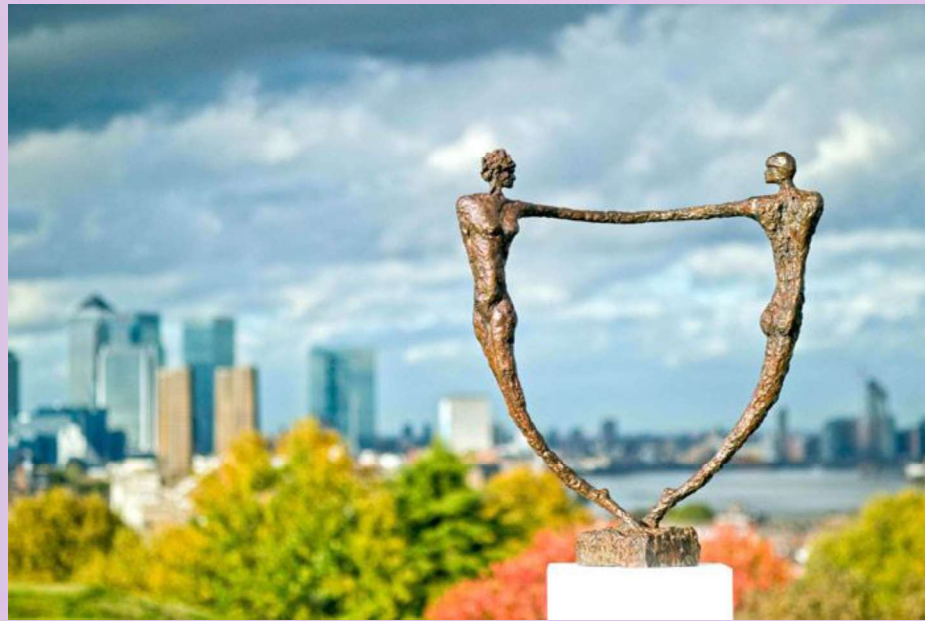
Who will you ask for help? (*social support*)

Thought for today

Don't worry,
I got your back!

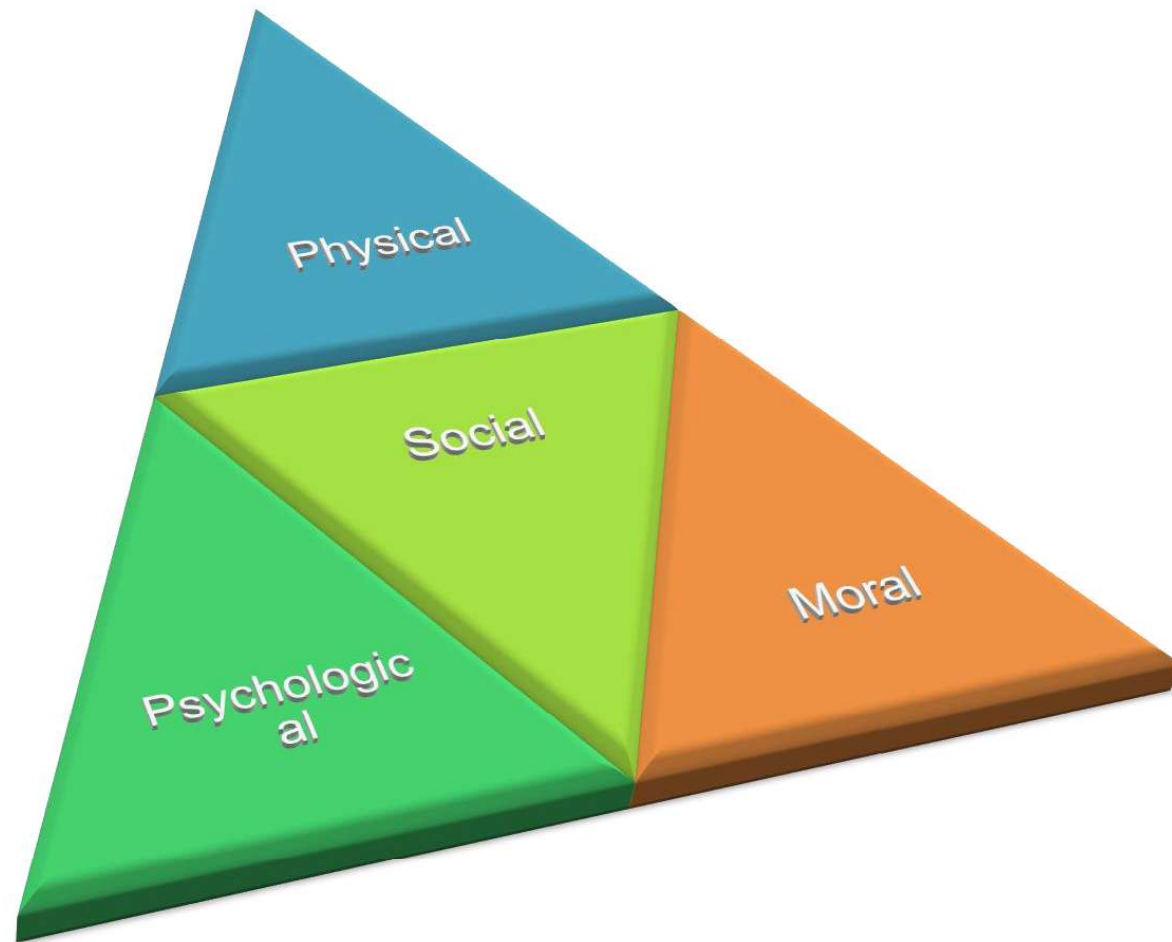


SELF CARE PLANS



Make a Commitment to Yourself

DOMAINS OF SAFETY



WHY ARE SAFETY PLANS IMPORTANT?

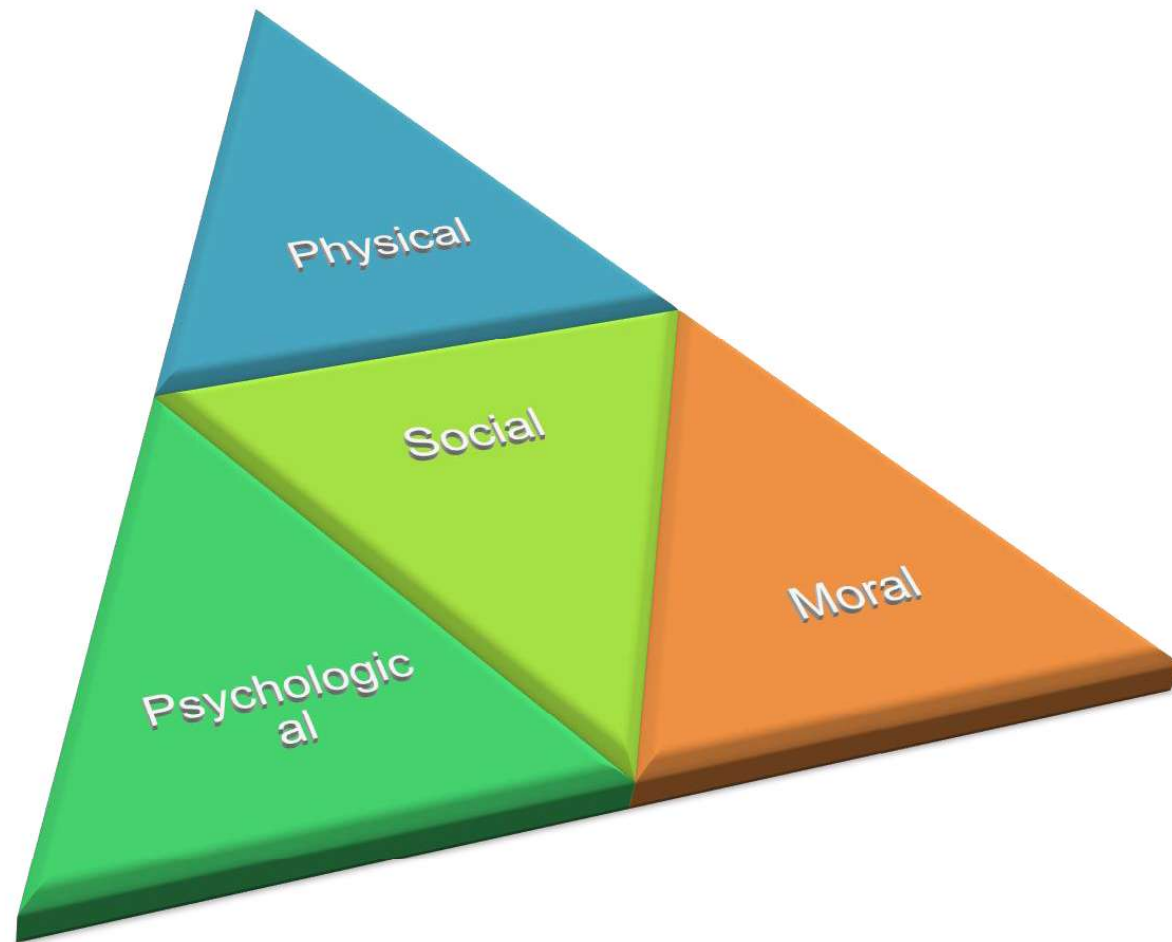
Safety Plans keep people safe by helping to regulate emotions.



WHAT IS A SAFETY PLAN?

A Safety Plan is a list of activities that a person can choose when feeling overwhelmed so that she/he can avoid engaging in unsafe behavior.

DOMAINS OF SAFETY



TEAM MEETING: WHAT IS IT?



Active, focused meeting where every member



Feels comfortable talking and listening



Is engaged and contributes



Shares insights and generates new ideas



Red Flag Meetings: Trauma-Informed Problem-Solving Process

- Preparation Qs:
 - How do you define “the problem”?
 - What have you said or done to contribute to the problem?
 - What are you willing to do differently to help solve the problem?
- Time Distribution:
 - 1/3 “defining the problem”
 - 2/3 brainstorming solutions and making commitments individually and as a team.
- Follow up and follow through



Resilience Building Work is Never Done...



Discussion/Q&A

