

The Lionheart Foundation

For over 30 years, we've developed innovative, evidence-based, social and emotional learning programs to empower those whose lives have been impacted by trauma, system-involvement, and opportunity barriers.

Lionheart's NIH Funded Youth Programming



But What Were We Doing to Support Staff?

“The extent to which **a system is trauma-informed** depends on the **moment-to-moment, day-to-day behavior** of its personnel.”



**We spent 8 years developing EQ2...
learning about the needs and
strengths of staff**



What is EQ2?

A **self-regulation** and **support** program that equips staff with the skills they need to work effectively with youth, while **building the resilience to buffer them from STS, their own ACEs, burnout, and turnover.**

Changing Staffing Needs

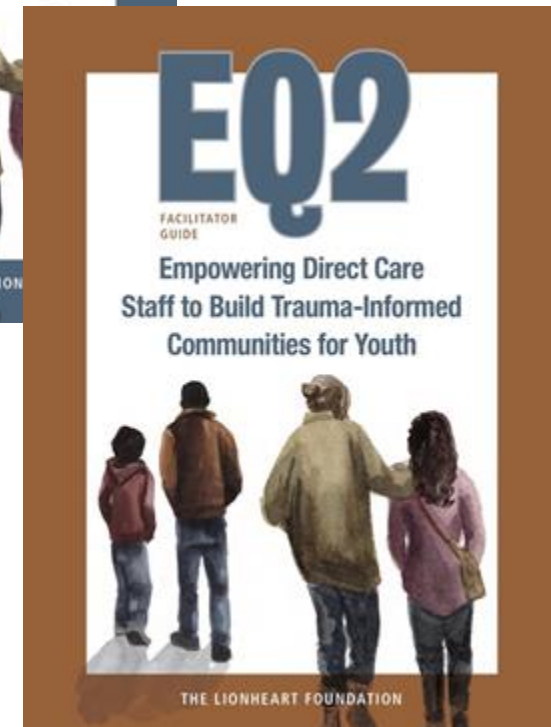
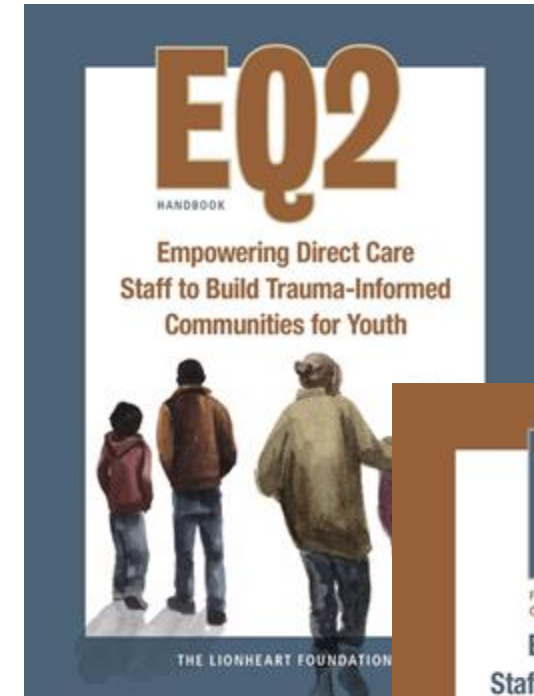
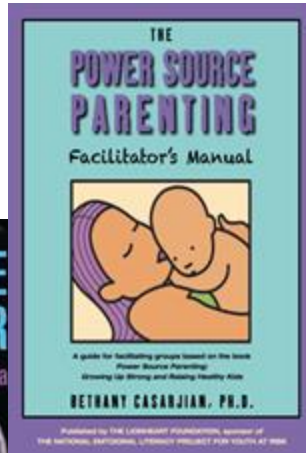
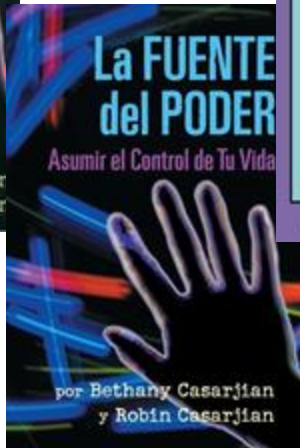
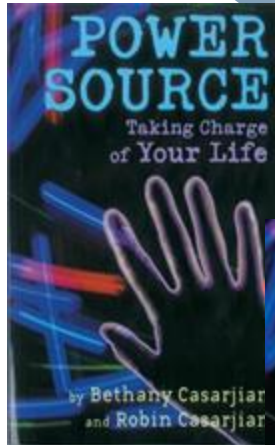
- Age of workforce significantly **younger**.
- The workforce shortage is bringing staff with **less child working experience**.
- Staff are coming with **significant levels of adversity and trauma** (Estimates of around 80% Esaki, 2013. Purdue ACE study).

What Does EQ2 Mean?

Youth
EQ



Staff
EQ



How Does EQ2 Work?



- **Cognitive Behavioral Therapy** approaches to help staff reframe challenging situations and respond in more therapeutic, trauma-responsive ways.
- **Mindfulness Practices** to increase staff resilience, self-regulation, and well-being.
- **Circles** to support staff and reduce Secondary Traumatic Stress, burnout, and turnover.

**The Care Model
Sanctuary
ARC, Think Trauma**

**TIC System
Approaches**

**TF-CBT
Power Source
ART**

**Target
PBIS
STAIR**

**Youth Self-Regulation
and Trauma Interventions**

**Ukeru
TCI
CPI**

**TBRI
CPS
Risking
Connections**

**Relational and Crisis
Intervention Programs**

EQ2

Staff Self-Regulation

EQ2 Content

Section 1 – Becoming an Emotion Coach

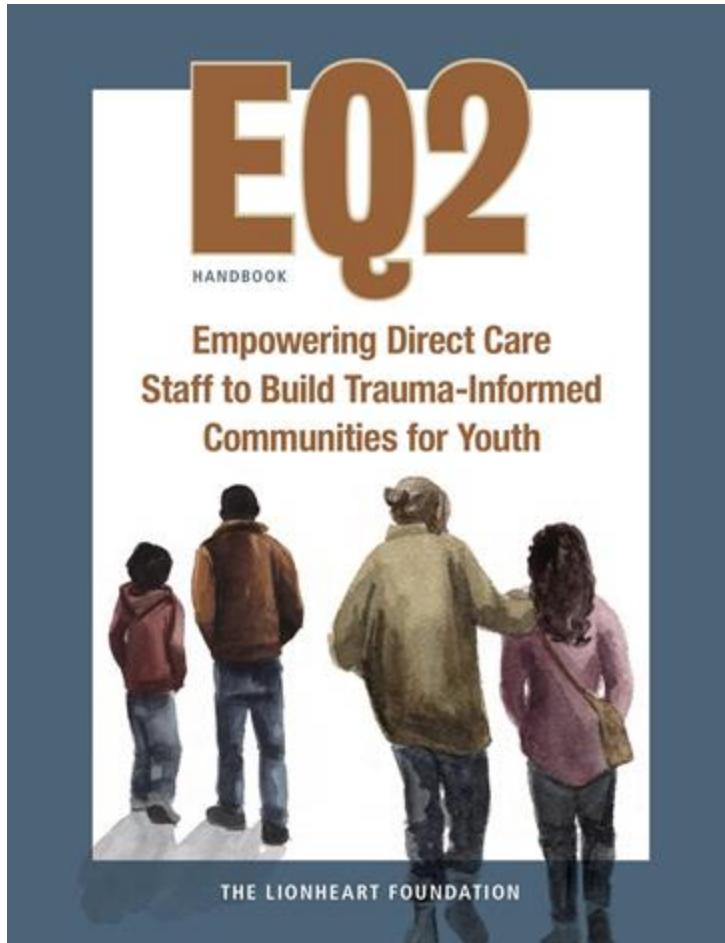
Section 2 – Understanding Trauma

Section 3 – Building EQ2 Relationships

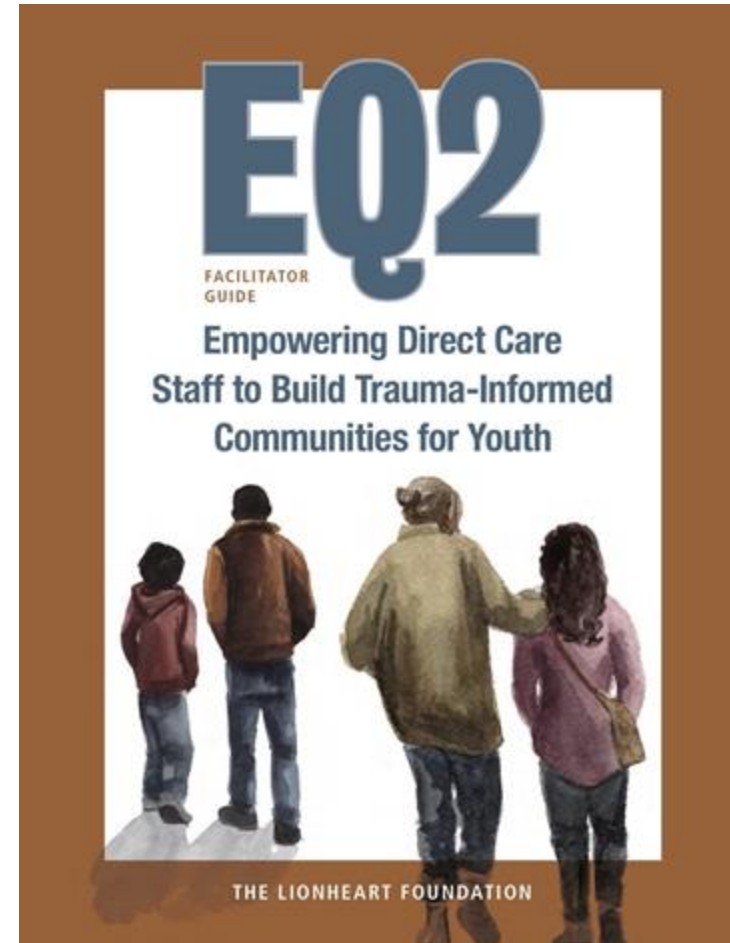
Section 4 – Where We Come From

Section 5 – Preventing Crisis

Section 6 – Repairing Relationships



**EQ2 Handbook for
Direct Care Staff**



**EQ2 Facilitator Guide
for Facilitators**

Practicing Stop, Breathe, and Choose...



...A Cool Thought And A Good Move

A youth behavior that can trigger me is:

Write 2 Cool Thoughts and 2 Good Moves that could help you deal more effectively with this trigger.

Cool Thoughts	Good Moves
1.	1.
2.	2.

IN A CIRCLE, SHARE:

- Your Cool Thoughts to help deal with challenging behavior.
- The Good Moves you wrote down.
- Any situation in the last week where using Stop, Breathe, and Choose would have been helpful.

Point out that an important part of being an Emotion Coach is modeling for youth how to deal with stress, anger, and frustration in safe and healthy ways. Youth will more likely use Stop, Breathe, and Choose if they see us using it.

It's not unusual for participants to initially confuse thoughts (Cool Thoughts) and actions (Good Moves). If this happens, say something like, "That's a great Cool Thought... something you can tell yourself to help lower your stress or de-escalate. Now what's a Good Move... something you can DO to stay calm?"

If you are running low on time, ask for one or two volunteers to share their answers.

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EQ2 Online Facilitator Training



The EQ2 Facilitator Training

The EQ2 Online Facilitator Training is a 6-Module online course that supports facilitators in the implementation of the EQ2 program with direct care staff, providing the necessary training and resources to lead effective and high-impact groups.



EQ2 Resources

This area of the Facilitator Training is set up as an easy to find repository for all the resources made available to you as a part of your EQ2 program, including: the PDF's from the EQ2 Facilitator Training Program for download or print; all of the recorded meditations from the [EQ2 App](#); and all of the videos from the EQ2 App.



Becoming an Effective EQ2 Supervisor

In this portion of the EQ2 Training, we offer you tools, tips, and tricks to become the best supervisor you can be. Using what we call the Three E's of Effective Supervision, Embody, Equip, and Engage, we'll provide a simple road map to take your supervisor game to the next level!

EQ2 Supervisor Training

EQ2 Supervision Reflection

Rating ourselves helps build self-awareness. For each skill, **write a number from 1-10 in the box**, with 1 representing a skill that needs some work and 10 representing a skill that is already a strength. After you do this, scan your ratings and notice what pops out; is there a category that stands out as stronger or weaker, or something you'd really like to focus on? Then answer the questions at the end.

EQ Skills

1. **Model** the self-regulation and relationship skills I want staff to build, both with youth and with staff (walk the walk).....
2. See the **Core Self** of each staff.....
3. Use **Stop, Breathe, and Choose** when I'm triggered.....
4. **Fix My Face** – notice when negative emotions leak into my expressions.....
5. Catch myself thinking a **Toxic Thought** about a staff... and **change it**.....
6. Use **Cool Thoughts** to reframe a situation.....
7. **Mindfully Underreact** (stop myself from saying or doing something I might regret).....
8. Maintain and model good interpersonal boundaries.....
9. **Apologize** to staff, repair any harm I caused, and let it GO.....
10. Approach triggered staff in a calm, steady, centered way.....
11. Help **staff self-regulate** with **Stop, Breathe & Choose**; tapping out; or another strategy.....
12. Help **drain the emotion** away from charged situations and crises by being a calm presence.....
13. Do something to relieve my stress or take care of myself.....

Supervision Skills

1. **Praise staff** for positive intentions, effective coaching, or self-awareness.....
2. Use supervision as a time for skill building and support -- highlighting what's working (not just what isn't).....
3. **Actively listen** to staff's feedback and concerns.....
4. Meet for supervision consistently.....

The EQ2 Self-Reflective Exercise

EQ Skills

1. I know my triggers and can manage my responses.....
2. I'm aware of my tone of voice and facial expressions when I communicate.....
3. I'm motivated to learn and practice new skills related to my work.....
4. I'm aware of my own strengths and challenges when it comes to this work.....
5. I take care of myself (eat, sleep, relax) so I can bring a calm presence to my work with youth.....
6. I'm able to manage my stress so that it doesn't "spill over" or harm youth in my care.....
7. I'm able to let things go (don't always have to be right).....
8. I show up consistently with youth from day to day (same person everyday).....

Coaching Youth

1. I express my emotions in a healthy way when I'm with youth
2. I help youth de-escalate when they are triggered.....
3. I build supportive and caring relationships with youth.....
4. I respect and accept youth as they are without judgement, shame, or ridicule.....
5. I maintain healthy personal boundaries with youth.....
6. I listen actively to youth.....
7. I praise youth regularly
8. I maintain flexibility with youth (not overly rigid).....
9. I understand the impact of trauma on youths' behavior.....
10. I engage youth in discussion about their feelings, including difficult emotions.....
11. I validate youths' feelings even when their behavior isn't okay.....
12. I model and coach youth on self-regulation skills for youth (walk the walk).....
13. I help youth solve problems.....
14. I work to forgive youth and don't hold grudges.....
15. I apologize and repair harm with youth when necessary.....

Teammate Skills

16. I'm a team player. I pitch in to help and my co-workers and pull my weight.....
17. I work to see the Core Self of staff (the good, decent part of them).....
18. I approach conflict with an open mind (not always assuming I'm right).....
19. I don't involve youth in my frustration with another staff person.....
20. When there is a conflict, I am able to take accountability for my role, if necessary.....
21. I accept feedback from other staff and supervisors.....
22. I ask for help when I need it.....
23. I'm able to "let go" of things and move on after a conflict.....

The EQ2 App

Hello there, 
4th day in a row using EQ2.

 Daily check-in
How are you feeling? 

Weekly goals

 Set a goal

 Set a goal

Today's quote

Every youth in care
needs one person
to be their champion.
This is how they heal.

Set Goals



Set weekly Goal

What would you like to improve? Choose a goal to work towards for this week.

EQ2 Skills

Coaching Youth

Team Skills

 Notice when I'm getting triggered.

 Use Stop, Breathe, and Choose.

 Use Cool Thoughts like "This is the trauma talking."

 Use Good Moves like "tapping out" or ignoring taunts.

 Intentionally see the Core Self of a youth.



Today



Practice



Learn



More

Learn EQ2 Skills and Content

Learn



You've completed 17% of the EQ2 training.
1/6 modules completed

Continue Module 2

[See all](#)



Know Your Brain
2 min



The Brain and Trauma
4 min

Coming up next



Module 3
Building Relationships



Module 4
Where We Come From



Module 5



Today



Practice



Learn



More

Practice meditations and visualizations

Practice



Meditations



Visualizations



Mindful
Movements

Your favourites



30 Second Reset
Meditation • 30 sec



Comfort Pose
Meditation • 2.5 min

Practice Now

[See all](#)



Under Three Minutes
Exercises for when you need a quick...



Today



Practice

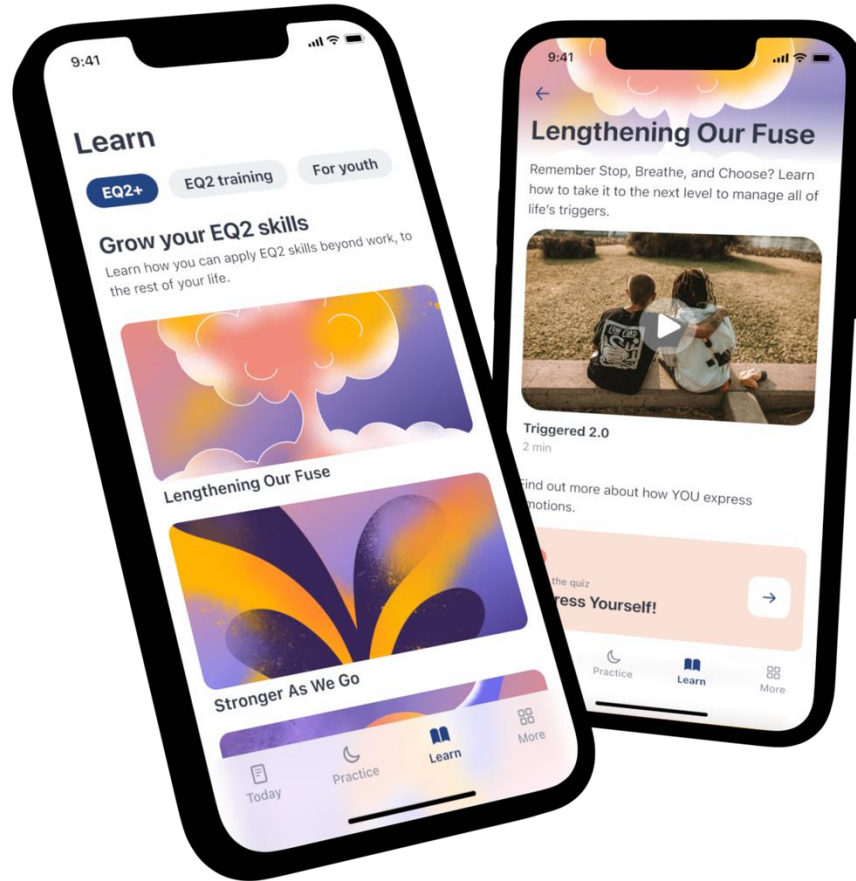


Learn



More

EQ2+



9:41

←

Lengthening Our Fuse

Remember Stop, Breathe, and Choose? Learn how to take it to the next level to manage all of life's triggers.



Triggered 2.0

2 min

Find out more about how YOU express emotions.

Take the quiz

Express Yourself!

→

A practice to help you handle triggers in a good way.



Dragging Out The Pause

Visualization • 6 min

Today

Practice

Learn

More

EQ2 Impact

- Buckeye Ranch in OH – 3rd lowest restraint year in the past 23 years, increase in EAP usage.
- ACH in Texas– Increase in staff self-regulation skills, perceptions of support from agency.
- The Home for Little Wanderers in MA –
 - “It’s like having a therapist and a supervisor in your pocket.”
 - “It’s a proactive approach to staff development.”
- “I wanted to quit before the EQ2 group.” Lad Lake in WI

Self-Regulation's Impact on Culture

- **“Caused me to stop and think before I react.”**
- **“Now I used the skills like Stop, Breathe, and Choose when I’m triggered.”**
- **“This program helped me have more patience when I’m working with youth.”**
- **“EQ2 helped me think Cool Thoughts. It helped me stay calm.”**
- **“I use these skills at home with my own kids now.”**

Next Steps

- Download the EQ2 App by scanning the QR Code or searching for “**EQ2: Staff Support**”
- When prompted for agency code, enter: **EQ2Spring25**

