

End of Shift/Day: Defusing

DEFUSING (END OF SHIFT/DAY)

Structured discussion: (~15 minutes)

Review the facts of the event and clarify any misperceptions.

Make validating statement about emotional reactions: "It is not uncommon as you think about the event to become upset, fearful, angry, etc."

Acknowledge and recognize teamwork. Focus on positives.

‡ Steer back to emotional process. "It sounds like you have some great ideas to make things better. For now, lets focus on ourselves."

Reinforce healthy coping strategies: "What are you going to do tonight to take care of yourself?", "What are we going to do as a team for each other?"

Identify need for further follow up and notifications.