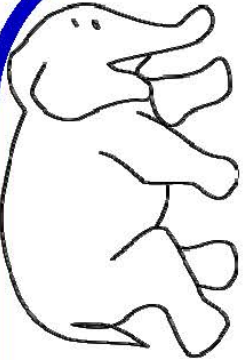


Difficult Debriefing Tool			
Strategy	Definitions	Purpose	Sample Phrases
Name the Dynamic	Introducing a 'hot topic' by naming it	Focusing discussion, addressing hot topic	"You seem to be [insert emotion]... what's on your mind?" "It seems like the key issue here is [insert hot topic], and that is causing some [insert emotion]..."
Validation	Recognition that behaviors, feelings or thoughts are understandable	Reaffirming importance of learner perspective	"You're totally right, I agree that [insert perspective here]..." "I agree ... in this situation [insert perspective here] is/can be [insert emotion here]..."
Normalization	Relating behaviors, feelings or attitudes to a societal norm	Build trust, calm fear, defuse emotions	"The feelings you've expressed are common in this situation..." "Your feelings are normal in this situation... in fact, I had a situation once when [insert relevant story here]..."
Generalization	Application of a concept in a different context	Enable learner to see broader relevance	"Have you ever had a situation when [insert concept here] was applicable to [insert related context here]..." "Sometimes [insert concept here] can be applied to a different context, such as [insert context here] ... what do you think?"
Paraphrasing	Restating something in your own words	Clarify and/or confirm understanding	"What I'm hearing you say is [insert paraphrase here]..." "So what [insert name here] is saying is [insert paraphrase here]..."
Broadening	Widening discussion to involve others	Engaging other learners to share perspectives	"I'm wondering what others think of [insert topic here]..." "I'd love it other others could share their perspective related to [insert topic here]..."
Previewing	Introducing a new topic of discussion	Guide and refocus topic of discussion	"At this point, I'm wondering if we can switch gears and talk about [insert topic here] because [insert rationale here]" ...

***Silence should be purposefully used between strategies.
Periods of silence allow for active listening, reading learner body language, and to help determine if learners are "ready to learn"***

Phase	Goal	Actions	Sample Questions	Time
Gather	Listen to participants to understand what they think & how they feel about session	<ul style="list-style-type: none"> • Request narrative from team leader • Request clarifying or supplemental information from team 	<p>All: How do you feel?</p> <p>Team Leader: Can you tell us what happened?</p> <p>Team members: Can you add to the account?</p>	25%
Analyze	Facilitate participants reflection <i>on</i> & analysis <i>of</i> their actions	<ul style="list-style-type: none"> • Review of accurate record of events • Report observations (correct & incorrect steps) • Ask a series of question to reveal participants' thinking processes • Assist participants to reflect on their performance • Direct/redirect participants to assure continuous focus on session objectives 	<ul style="list-style-type: none"> • I noticed... • Tell me more about... • How did you feel about... • What were you thinking when... • I understand, however, tell me about "X" aspect of the scenario... • Conflict resolution: <ul style="list-style-type: none"> • Let's refocus- "what's important is not who is right but what is right for the patient..." 	50%
Summarize	Facilitate identification & review of lessons learned	<ul style="list-style-type: none"> • Participants identify positive aspects of team or individual behaviors & behaviors that require change • Summary of comments or statements 	<ul style="list-style-type: none"> • List two actions or events that you felt were effective or well done • Describe two areas that you think you/team need to work on... 	25%

Adapted from: O'Donnell, J.M., Rodgers, D.L., Lee, W, W., Edelson, D. P., Haag, J., Hamilton, M. F., Hoadley, T., McCullough, A., Meeks, R., (2009), Structured and Supported Debriefing [Computer Software]. American Heart Association, Dallas, TX.

<p>G</p> <p>Emotional Readiness? Their Recollection?</p> 	<table border="1"><tr><td>Obj 1</td><td>Designate clear leadership</td></tr><tr><td>Obj 2</td><td>Establish role clarity</td></tr><tr><td>Obj 3</td><td>Maintain Situational Awareness</td></tr></table> <p>"I saw or heard, I was thinking,.....what do you think?"</p> <p>A</p>	Obj 1	Designate clear leadership	Obj 2	Establish role clarity	Obj 3	Maintain Situational Awareness	<p>Score?</p> <p>Performance?</p> <p>2 Item take away (+/Δ) :</p> <p>"What is one thing you would do differently or the same if you were in this situation again?"</p> <p>S</p>
Obj 1	Designate clear leadership							
Obj 2	Establish role clarity							
Obj 3	Maintain Situational Awareness							