

End of Shift/Day: Defusing

- Clarify misperceptions (everyone only has one piece of the puzzle)
- Reinforce *cognitive* and calm engagement to prevent neurobiological (re-)activation
- Support and validation
- Assure people this is not a incident review/investigation.
- Identify need for further follow up

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.**
- **“What went well?”:** 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.**