



# Top Tips: Intentional Employee Debriefing

## Top Staff Requests in the Work Environment:

To be heard  
To be protected  
To be communicated with  
To be supported  
To be cared for  
To be valued  
To be part of a team

Top Staff Requests Adapted from: Shanafelt T, Ripp J, Trockel M. Understanding and Addressing Sources of Anxiety Among Health Care Professionals During the COVID-19 Pandemic. *JAMA*. 2020;323(21):2133–2134. doi:10.1001/jama.2020.5893

## Tips to Honor Staff Voices during Employee Debriefs and to Grow in a Post-COVID-19 World

**Model behaviors that you want others to adopt**, especially in communication and interactions with patients, families, and other staff.

**Be present and authentic.** Give permission to be personal. Emphasize the need to express **human emotions and connection**. **Reinforce that they are not alone in their feelings and needs.**

Focus on reinforcing **shared purpose, teamwork**, and delivering ideal patient and resident care/experience.

Create a **psychologically safe environment**. Recognize and acknowledge human error and fallibility. **“It’s ok not to be perfect all of the time...”**

**Ask** about the individual’s work, **what is going well, what is not, and how to fix it**. **Listen** to what is being said– **notice** trends in pain points and emotion expressed.

No matter how small, **communicate** a plan to **integrate** what you hear the person sharing, what you have learned, and what you plan to do with the information.