

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 %