

SELF-DEBRIEF

Self-Debriefing is an important skill that allows you to 'decompress' between calls, or when you are impacted by the experiences of a customer.

Start by assessing the level of your response using the CPR technique:



Critical interactions that really affect you, and provoke a strong reaction, often at the time and/or soon after.
Self-debrief to obtain release from the emotional impact whilst you are waiting for the opportunity to debrief with a team leader or to access your EAP.

Remember your EAP : _____

Remember, the self- debriefing process is about you, not the caller/client. What is most important is your reaction and the skills you used.

- Identify your own feelings and 'story' as distinct from those of the client
- This was not my story/my life
- Acknowledge the limitations on what you are able to achieve, imposed by the 3 boundaries, the client, the situation, and by your own humanity
- Acknowledge the good work that you did – there are boundaries.

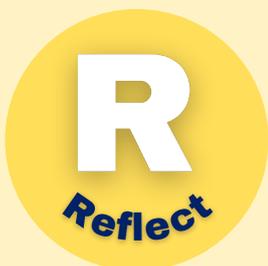


These interactions evoke a less extreme reaction, but still affect you in some way - you may find yourself frustrated, tired or in some cases, slightly anxious or sad. You may be aware that this area is sensitive, but it does not affect your ability to perform your work.

In order to **protect** yourself, these interactions might benefit from self-reflection. Should you find it becomes a 'critical' situation, ensure you access the appropriate support.

When self-debriefing, be careful not to become involved in the details of the story - but rather reflect on:

- Which of the strategies that I used worked?
- Which strategies did not work?
- What insights do I have for me and my practice?
- What might I do differently in the future?
- What are my self-care strategies now?



These interactions worked well. You were able to de-escalate a difficult situation and as a result assist and support the client.
These interactions offer an opportunity to **reflect** on something that has worked well.

Use the self-debrief to extend your response strategies for the future.