

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 safely 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, you cannot take ownership of the client's experience.
- Understand the limitations on what you are able to achieve, imposed by the 3 boundaries, the client, the situation, and by your own humanity
- Appreciate the good work you have done and know that if you worked within the boundaries then you have responded in the most effective, compassionate and ethical way because:
 - By working within the **boundaries of your role** you have not inadvertently become the barrier between the client and the help they need.
 - By observing the **boundary to the conversation** you have neither allowed the client nor yourself to come to further harm through the repeated re-telling of the confronting story, and
 - By working in accordance with your **organisational policies and processes** you have at no stage risked either safety or unintended consequences.



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.