# Guidance

## What is a hot debrief?

A 5 to 15 minute team-focused reflection held at the end of a shift or critical event.

## Who comes?

Only people who were directly involved should attend. Hot debriefs are voluntary. A debrief may still proceed if someone chooses not to participate.

## Who leads?

The hot debrief will normally be facilitated by the shelter manager or deputy shelter manager. A supportive and non-judgemental atmosphere.

## When should it take place?

At the end of a shift and any other time it’s identified that the team could benefit from a meeting to reflect or learn from an event.

## Where should it take place?

On-site in a quiet and private location. If this is not possible, an alternative confidential and comfortable space should be found.

## Why does it take place?

It helps address psychosocial needs while capturing immediate feedback for operational improvements.

# Hot debrief – facilitator guidance

## Step 1 – Introduction and intention

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| **Facilitator Guidance** | Hot debriefing is voluntary, so it must be ensured that team members are willing to participate.   * Set ground rules around confidentiality and use supportive and non-judgmental language. Noting, while participants may have shared the same experience, their perceptions and emotions may differ. * Clearly state the intention of the hot debrief. * Begin the debrief by having everyone introduce themselves. |
| **Example** | Let’s take 5 to 15 minutes to reflect on the event or shift we just completed, with the aim of identifying key learnings or discussing what went well and what could be improved. |

## Step 2 – Reactions

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| **Facilitator Guidance** | Ask open-ended questions to gauge participants emotions and current state. |
| **Examples** | * How are you feeling after today’s shift? * What was the most challenging moment for you? * What are your initial reactions to the incident? |

## Step 3 - Summary

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| **Facilitator Guidance** | Summarise the main themes from Step 2 – Reactions, and clarify any important takeaways. |
| **Examples** | * So, it sounds like we did a great job with X, but we struggled a bit with Y. Does everyone agree? * What was it that lead us to struggle with Y? For example, the environment, processes or equipment. |

## Step 4 – Improvements

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| **Facilitator Guidance** | Ask people to identify any outstanding issues or concerns. The aim is to identify clear, actionable takeaways that can be applied to improve future operations. |
| **Examples** | * Is there a lesson from today that will help us in the next shift or operation? * How can we approach Y differently next shift? |

## Step 5 – Thank you

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| **Facilitator Guidance** | Acknowledge the challenges faced and efforts made to overcome them.  Close the debrief with appreciation and positivity and thank the team for their contributions and hard work. |
| **Example** | Thank you all for your hard work today; you all showed tremendous resilience. Your feedback here is invaluable and is going to help us to keep improving. |