



Compassionate Check – ins for Teams during COVID-19 A Resource for Teams and Managers



Compassionate ‘check-in’s, held at the end of shifts, or during handovers, can offer much needed support to teams working within situations of crisis. They can help with facilitating the transition from work to home-life, so that they are better able to avail of the opportunity to rest and recover. They will also help build a sense of togetherness and team cohesiveness, which we know to be vital in helping you to do the work that you do well.

The following questions can be asked by a team lead, shift leader or another member of the team:

‘How are we doing as a team today?’

‘What has been one thing that you feel we did well today?’

‘What can we pause for today, so that we can enjoy our time off?’

‘What can we all do to help us with this?’

Remind staff of support services if they feel they would like additional support (e.g. Staff Helplines, Drop-in Clinics within hospital settings)

Finish by thanking staff for their hard work and reminding them of the difference they are making to the lives of others by being here.