



Take a Pause



As you work through your shift you and your teams may find yourselves dealing with situations that are even more challenging than usual and at a faster pace than usual. It can help at these times to check in with people regularly to make sure all involved are informed of all necessary information, to consider if any changes need to be made to action plans and have an opportunity to see if anyone is in need of support.

T

Take five minutes to gather the team for a brief check – in (or small groups of your team if this is easier).

A

Ask how things are going so far. Gather information about any specific issues or challenges the team are experiencing or are concerned about.

K

Keep people up-dated with any new information they may need (e.g. changes in plans, resource availability). Offer advice and support in relation to concerns where possible.

E

Ensure people have had a chance to take a break and have had something to eat and drink. If not, organise how and when this can happen.

A

Allow time for people to ask questions and raise any additional concerns they may have.

P

Plan ahead for the rest of the shift. Consider any changes that may need to be made to original plans (e.g. moving staff to different roles or tasks).

A

Ask if there is anything that your team need at this stage to support them (e.g. information, resources).

U

Understand – Check that everyone understands what is happening and what they need to do. Check that you understand the information they have given you.

S

Show support – remind people that you are there for them if they need you and that you appreciate how hard they are working.

E

Encourage people to keep going and thank them for all they have done so far.