

Step 1: Introduction

- Gather individuals directly involved in the critical incident once the situation has been resolved.
- Reassure that participation is voluntary and that what's shared in the group stays confidential, fostering trust and openness.
- Clarify that the session is for team well-being and stress relief not for fact-finding or investigative purposes.
- Open the conversation by inviting the team to share their brief perspectives on the incident.

Step 2: Exploration

- Ask open-ended questions to better understand individual experiences.
- Reassure and acknowledge the stress and challenges the team and each individual may have faced.
- Identify recurring concerns that may be affecting the team for opportunities for collective problem-solving.
- Summarize important thoughts or feelings shared to reinforce the sense of mutual understanding.

Step 3: Information

- Assure one another that reactions are natural and common in such situations to reduce any stigma around feeling stressed or upset.
- Share practical methods to manage stress and emotions.
- Encourage the team to step in and relieve or cover a team member who may need more time to decompress to reinforce the idea of mutual care and shared responsibility.
- Remind the importance of leaning on one another, offering support, and checking in with each other—both during and after the incident.

“Let’s talk about what happened, share what’s been on our minds, and lean on one another.”

“This space is for support, not for answers.”

“How are you feeling? How are you doing?”

“Your emotions and experiences matter, and together we can make sense of the challenges we’ve faced.”

“Your feelings and experiences are normal and valid. Let us know if you need more support.”

If you have experienced a traumatic event in the workplace, please contact WorkSafeBC’s Critical Incident Response Team at 1-888-922-3700