

Facilitation Tips:

1. This is the place to try new skills and make mistakes. Focus on strengths and areas for improvement.
2. “ALWAYS” and “NEVER” seldom exist in crisis response.
3. Ask open-ended questions to encourage discussion.
4. Focus on observed behaviors.
5. Respect the discretion of the responder but ask them to articulate their decision making that led them to that discretionary choice.
6. Areas of concern (Legal, Moral, Ethical, Safety) will be addressed.

TO ACTIVE ROLEPLAY PARTICIPANTS:

- *What was the situation you just responded to...?*
PREFERRED RESPONSE: Brief overview of the scenario. A summarized explanation as if briefing a command officer post-event is ideal.
- *Who was in crisis?*
- *What was the crisis (for each person involved)?*
- *What was the emotional state (emotional labeling) for each person in crisis?*
- *What tools or strategies did you use (or try to use) to de-escalate the situation?*
- *Based on what you have learned in the class, what group of disorders is the likely present in this situation?*
- *What behaviors did you observe to support that conclusion?*
- *Is this a person requiring treatment (PRT)?*

TO ROLE PLAY OBSERVERS:

- *What did the responders do well?*
- *What might you have done differently?*
- *Is there any other feedback you would like to share?*

TO ROLE PLAYERS:

- *What feedback do you have for the responders?*
PREFERRED RESPONSE: Focus on the impact that the responder’s actions had on your interaction and the management of the overall scenario.

FACILITATOR SUMMARY:

- *Review key observations and learning points.*

	Sense Making		Crisis/Disorder Awareness
	De-Escalation Tactics		Response Strategy
	Partnership & Collaboration		Safety & Security