

Dealing with Difficult Debriefing Situations

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Jenny Rudolph, PhD who helped develop
this workshop

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Our aim

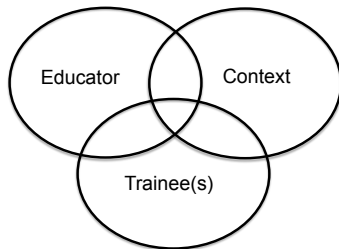
- After this workshop, you will be better able to:
 - Analyze difficult debriefing situations
 - Identify your contribution in creating them
 - Reframe your thinking about the situation that helps you focus on what you can change

Roadmap

- Your difficult debriefing situations
- Key concepts
- React-Reflect-Reframe
- Reframe your difficult situation
- Take-home messages



Shared contribution



Thinking about difficult
debriefing situations

The psychology of social perception

Walter Eppich, MD.

Some key concepts

- Fundamental attribution error
- False consensus effect

Too Hot To Handle?
 HOW TO MANAGE
 RELATIONSHIP CONFLICT

Amy C. Edmondson
 Diana McLain Smith

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Key lessons

- Assess the topic
- Assess your reaction in the debriefing
- Manage yourself
 - Reflect and Reframe
- Manage the conversation

Edmondson & McLain Smith 2006

Key lessons

- Assess the topic
- Assess your reaction in the debriefing
- Manage yourself
 - Reflect and Reframe
- Manage the conversation [situation]

Edmondson & McLain Smith 2006

	Cool Topics	Hot Topics
Data	Accessible, relatively objective, conducive to testing of different interpretations	Controversial and/or inaccessible, interpretation highly subjective, different interpretations hard to test
Level of Certainty	High*	Moderate to low
Stakes	Low to moderate	High
Goals	Largely shared	Differ based on deeply held beliefs, values, or interests
Discussion	Reasonable, fact-based, collegial	Often emotional, lack of agreement about which facts matter and what they mean, veiled personal attacks likely

Edmondson & McLain 200

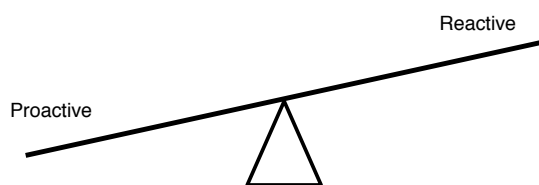
Manage yourself

- **Reflect:** Observe your emotional reactions
- **Reframe:** Think outside the box, think of alternate ways of seeing the situation

Edmondson &
McClain Smith 2006

Naming the dynamic

Possible strategies



Thinking about your difficult situations

Thinking about your difficult situations

- How did the situation make you feel?
- What made the situation difficult for you?
- What was your contribution to the situation?

- What helps you think differently about the situation?

Eppich, Kolbe, Rudolph

Thinking about your difficult situations

React

Reflect

Reframe

Eppich, Kolbe, Rudolph

Thinking about your difficult situations

- How did the situation make you feel?
- What made the situation difficult for you?
- What was your contribution to the situation?

- What helps you think differently about the situation?
- What would you have changed?
 - What could have you said?
 - What could you have done?

Eppich, Kolbe, Rudolph

