Ad-Hoc Incident Review (AIR) Model for Managers

What is it?

- A leadership tool to reduce distress after adverse events/situation.
- A supportive informal intervention for individuals and/or teams.
- An opportunity to check-in with your teams and reflect on reactions and feelings.

Step 1: Acknowledge and listen. This is an informal process – just checking in with your staff.

- Leadership has a responsibility to acknowledge an adverse event/situation.
- Your job is not to fix it; you may not be able to. However, you can listen and provide an opportunity for discussion.
- Remember each person will cope with an event in their own way, and this is ok.

Step 2: Check-in to see how people are doing. Ensure basic needs are met and providing information.

- After acknowledging the event and providing the opportunity to talk, you can provide additional information as needed.
- Check-in with your employees by asking them, to consider where they are at in their head and in their gut.
- Encourage healthy coping strategies, such as adequate sleep, hydration or talking to a friend. Reinforce that there are resources available if needed and you will help access them.

Step 3: Respond. Observe, follow-up and model healthy coping.

- Remember, this is not a debriefing, this is about emotions and how people feel about it.
- Should you notice that your employees are not bouncing back from the event/situation or are overly distressed, refer them to the appropriate resources.
How to use it?

Any time you believe the stress level is high in the team and after any immediate challenge has passed.

Ideally a private place, away from daily activities. Could be face to face or remotely.

Varies - could be as little as five minutes.

Any and all individuals affected by the event or situation (under your supervision).

Remember: This is not an operational debrief. It is an opportunity to open communication, express empathy and ask someone how they are doing in the face of adverse situations or events.