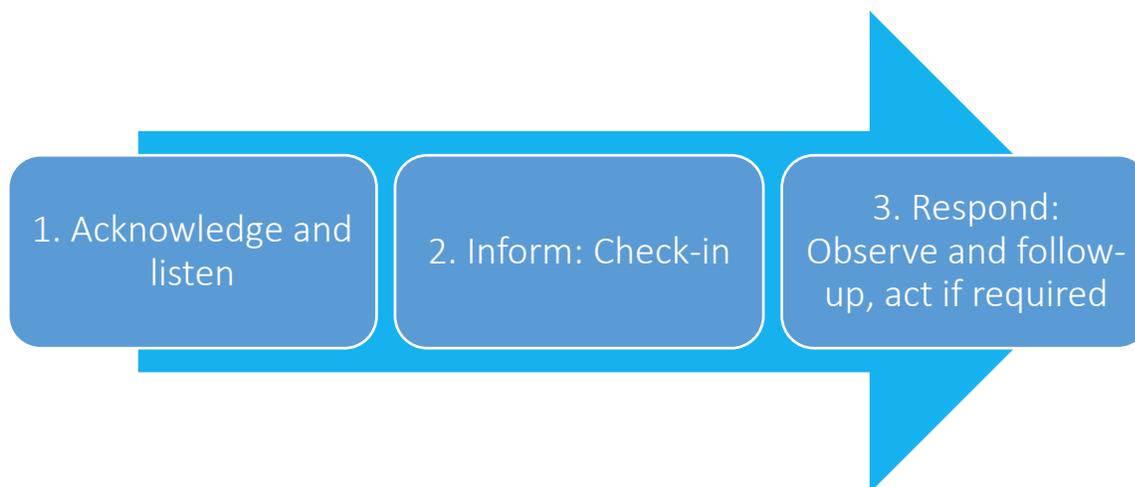




Ad-Hoc Incident Review (AIR) Model for Managers

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.
- A method of encouraging self-care.



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.

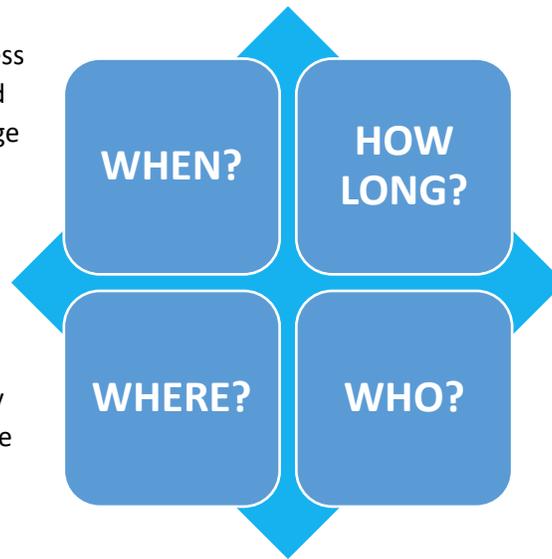
Step 3: Respond. Observe, follow-up and model healthy coping.

- 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.



Varies - could be as little as five minutes.

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

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.