

Make room for reflection.

Help a nurse explore one experience and identify what they want to carry forward or what support they need.

INVITE A MOMENT, NOT A FULL SHIFT REPORT

“Is there a moment from today you’d like to revisit?”

It may be something that went well, felt difficult, or remains unclear. If they are not ready, offer another time or person. Do not press for personal disclosure.

Choose the moment.

“What happened from your perspective?”

“What were you noticing or expecting?”

Keep the account focused. Clarify what was known at the time rather than judging only with hindsight.

Explore its meaning.

“What stands out to you about it now?”

“What helped, or got in the way?”

Listen for learning, confidence, feelings, and the conditions of care. Check your understanding before offering your interpretation.

Listen before you solve.

“It sounds like the uncertainty stayed with you even after we got help. Have I understood that?”

Reflect back their meaning. Allow correction. An unresolved feeling does not have to become a teaching point.

LEAVE WITH A SUPPORTED NEXT STEP

“What would be useful from here: something to practice, something to clarify, or someone to speak with?”

Follow what they bring.

Illustrative responses. Choose a useful question; you do not need to ask them all.

A success worth understanding

Nurse: "I felt more organized today."

"What helped you decide what to do first? What would you want to carry into another shift?"

Explore the choices behind the success, not only the outcome.

A difficult moment becomes a judgment of self

Nurse: "I'm just not cut out for this."

"That sounds like a hard conclusion to be carrying. What happened that led you there?"

Hear the concern without endorsing the judgment or rushing to reassure. Clarify the event and support needed.

The conditions of care matter

Nurse: "I knew what needed doing, but we kept getting interrupted."

"Let's separate what you could influence from what needs team support. What needs follow-up, and who can help?"

Do not turn staffing or workflow problems into an individual resilience task. Agree who will follow up.

A BRIDGE TO THE NEXT CONVERSATION

If the nurse has used GSR, invite them to choose what to share. Ask what they want from you. Use their reflection to begin the conversation and clarify what matters to them.

References

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- [3] Cooper S, Winton M, Farrington-Exley J. (2020). Fifteen-minute consultation: Time Out as an alternative to toxic debrief. *Archives of Disease in Childhood - Education and Practice*, 105, 270-275. doi.org/10.1136/archdischild-2019-317180

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