

Defusing 1:1

1

Set the frame

1 minute

CAN WE
TALK?



- It takes about 10 minutes
- What we discuss here is confidential

2

Ask about the specific situation

5-8 minutes

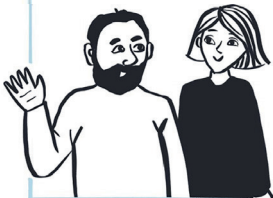


- What happened?
- What were your thoughts and feelings as it happened?
- How are you feeling now?
- Is there anything you need?

3

Agree on the next steps

1-2 minutes



- What will you do after our conversation?
- Do you feel able to do that?
- What or who can support you from here?

Consider whether any follow-up from the manager is needed.

Defusing 1:1

A defusing conversation is a brief, structured conversation that takes place immediately after a challenging incident. To defuse means to “ease the tension” or “take the pressure off”.

Defusing can be useful when a colleague has experienced a challenging situation, for example when dealing with a frustrated citizen, following a difficult or conflict-filled conversation, or when it has not been possible to provide what the citizen wanted. Defusing helps us remain professional in our interactions with citizens.

When you are facilitating a defusing conversation with a colleague, it is important to:

- Keep the conversation confidential
- Limit the conversation to 10 minutes
- Follow the three simple steps on the front
- Listen and be fully present
- Allow your colleague to talk through the situation, and show understanding of their actions and reactions

Read more and watch the video about Defusing 1:1

