# 15-Minute Communication Breakdown Drill

This is an exercise.

You are the Supervisor or Charge Nurse of your Department in your facility.

There are many rumors (all false) floating around about whether your facility will close. Staff is anxious to know whether they will have jobs or not. Some have already started to look for other jobs.

## What would you do?

1. Who is responsible for providing communication?
2. How do you squelch rumors? Meetings? Memos to all staff? Letters?
3. How do you reassure staff that their jobs are secure?
4. How do you stop rumors outside of the facility?
5. Do you have a PIO who can provide local media with accurate information?
6. What are your greatest concerns?

Note: This could expand into a longer tabletop exercise, if desired.

## After action review (AAR) questions to ask:

These questions establish a common understanding of the real situation that occurred or for the exercise scenario presented. The facilitator should encourage and promote discussion around these questions. The differences should be explored:

1. What was supposed to happen?
2. What actually did happen?
3. Why were there differences?

These questions generate reflection about the successes and failures during the event or exercise:

1. What worked? (Identify 3 successes)
2. What didn’t work? (Identify 3 opportunities for improvement)
3. Why?

This question is intended to help identify specific actionable recommendations. The facilitator asks AAR participants for clear, achievable and future-oriented recommendations. Include the successes and improvements from above questions in your AAR:

1. What would you do differently next time?

\*\*\*\*See AAR Report template on next page\*\*\*\*

# After Action Report

Date:

Names of staff participating in this discussion:

STRENGTHS
List strengths here.

AREAS OF IMPROVEMENT
List Areas of Improvement here.

RECOMMENDATIONS
List Recommendations here.

 CONCLUSION AND NEXT STEPS
Insert Conclusion here, who will address issues and what is the timeline for changes.