

## Tips for Leadership: Managing Clinician and Staff Reactions Following a Traumatic Event\*

- Check in with all affected clinicians and staff.
- Be compassionate, but do not assume the role of a counselor.
- Listen carefully and reassure them that the feelings they may be having are normal.
- Understand that clinicians and staff may be less productive following a traumatic event.
- Allow time for those affected to regain composure.
- Reassure them that they are safe.
- Help them with simple tasks.
- Allow private time if possible.
- Don't take personally any feelings of anger or frustration they may express.
- Do not minimize their concerns or feelings.
- Determine if a temporary job assignment is necessary to ensure the clinician or staff member can continue to work safely.
- Approve requests to go home if clinicians or staff are unable to continue to work safely.
- Offer referrals to Permanente Advocate Resource (PAR) any time, or as soon as practical, during this process.
- As a leader, you too are affected by traumatic events. Do not hesitate to seek confidential consultation with a PAR team member.

\*Adapted from [www.icisf.org](http://www.icisf.org)

For additional resources, contact [nwp-peersupport@kp.org](mailto:nwp-peersupport@kp.org)

For a higher level of support about coping with a stressful or traumatic event, contact PAR at 503-535-1461