

WELL-BEING SUPPORT

Three Questions for Reflection

WHY¹

Deliberately pausing after a crisis fosters posttraumatic growth—feeling stronger on the other side of a crisis. It's also preventative as it reduces negative influence of future psychological trauma and builds a more resilient work force. It gives teams a chance to recognize and normalize their experiences and encourages a culture of well-being within the workplace.

MATERIALS NEEDED

- Paper with writing utensil or electronic device
- Option to enable breakout room capabilities on Zoom or Teams if using video application

INSTRUCTIONS

STEP 1:

Let the group know they will get a chance to reflect on three questions. Allow them to get materials for writing. Ask the following questions one at a time and allow for 1-2 minutes before asking the next question.

1. *What are 3 things that have changed for you over this last year? [Pause before the next question]*
2. *What are 3 things that have remained or stayed the same? [Pause before the next question]*
3. *What is one thing you want to remember or keep from this time in your life? [Pause]*

STEP 2:

The activity can end here or you can invite the group for more discussion. This can be done in small breakout room groups or as a large group. **Remind the group that sharing is voluntary and should be mindful of the professional setting.** Below are a few potential questions and ideas to invite discussion.

1. *Would anyone be willing to share something they thought about during this activity?*
2. *What was it like to pause in this way today?*
3. *What are other ways people are taking time for reflection and understanding?*
4. *What are changes or things that have stayed the same on the team level?*

STEP 3:

Wrap-up by thanking the group. Remind them of resources available (e.g. the Resiliency Center). Give time for a 1-minute break before continuing with remaining business of the meeting.

Three Questions for Reflection

QUICK GUIDE

FACILITATOR TIPS

- 1. Scripts make hard conversations easier.** It sometimes feels awkward to follow a script. However, these scripts incorporate Trauma Informed Care Principles designed to help keep the team's conversation safe. Deviate a little to feel less robotic, but trust the process.
- 2. Make it clear that participation is optional.** To empower the participants' sense of choice, state that this activity is voluntary at the beginning. It's okay to sit this one out.
- 3. Resist the urge to "fix it."** Support can be given to those who choose to discuss simply by listening and validating their experience. The "say this/not this" table below has great go-to phrases that are often all that is needed. For more information on validation, read [here](#). You can also request that someone from the Resiliency Center guide your group in this activity by emailing resiliencycenter@hsc.utah.edu.

Say this	Not this
• That sounds really tough.	• You shouldn't feel that way.
• That sounds frustrating/scary/sad.	• We'll get over it.
• There has been so much to worry about.	• You should think more positively.
• We've all been navigating so much uncertainty.	• You can't think like that.
• I can tell how hard you've all worked.	• You should think more positively.
• Thank you for sharing.	• Unsolicited advice. (e.g. Have you tried...?)

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Script: Three Questions for Reflection

INSTRUCTIONS

STEP 1:

*"This last year has been challenging for so many reasons. Even though the stressors of this pandemic continue, it's important for us to take some time to acknowledge the impact it has had. We'll use (e.g. 10 minutes) of today's meeting to do an activity that will give us a step in that direction. **Participation in this is completely voluntary. You can step away at any point throughout.** The activity brings up three questions for private reflection. You will not be required to share. To participate, you'll just need something to write on so take a moment to gather those materials."*

"While we do this, it's possible that some of the pain and emotion can come up. You can leave your cameras off if you prefer. These reactions are physiological, normal, and it's healthy to let the body do what it needs to do."

"The first question: What are 3 things that have changed for you over this last year?"

Give 1-2 minutes for reflection and writing.

"Next question: What are 3 things that have remained or stayed the same?"

Give 1-2 minutes for reflection and writing.

"The last question: What do you want to remember or keep from this time in your life?"

Give 1-2 minutes for reflection and writing.

STEP 2:

To end, proceed to the wrap-up instructions at the end of the instructions or continue for small groups discussion guide.

"We'll now invite a little discussion. As a reminder, you don't have to share if you don't want to. You can also focus comments on what it's like to talk about this right now. We're just going to get into groups of 3 or 4. Allow each person to share what they would like to share from their reflection. You'll have [8-10 minutes] to do so."

Split into groups giving 8-10 minutes to discuss.

To end, proceed to the wrap-up instructions at the end of the document or continue for a large group discussion prompts.

Would anyone be willing to share something they thought about during this activity?

What was it like to pause in this way today?

What are other ways people are taking time for reflection and understanding?

What are changes or things that have stayed the same on the team level?

STEP 3:

Wrap-up: *"Thank you for taking the time to reflect today. I hope you were able to walk away with something from this activity. As a reminder, we can all contact the Resiliency Center for both group or individual support. Let's take a 1-minute break before we move on to the rest of the meeting."*

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REFERENCES

Olson K, Shanafelt T, Southwick S. Pandemic-Driven Posttraumatic Growth for Organizations and Individuals. *JAMA*. 2020;324(18):1829–1830. doi:10.1001/jama.2020.20275