

DEECA Psychological First Aid Scenarios

Safety First: Choose scenarios you are comfortable with

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PFA Scenario 1	LOOK	LISTEN	LINK	FOLLOW-UP
PFA recipient: Shocked & Shaken Team Member	You're late to join a virtual catch-up meeting with your manager. You're working from home. At the beginning of the call you're apologetic, shocked and shaken.	Background: you were just in your garden and found the beloved family pet playing with a tiger snake. The pet is now with you in the house, along with your two children. You are stressed out about: <ul style="list-style-type: none"> • where the tiger snake is, and • ... • ... • ... 	Your needs include to: <ul style="list-style-type: none"> • calm down • think more clearly • quickly formulate an action plan to ensure safety 	
PFA Scenario 1	LOOK	LISTEN	LINK	FOLLOW-UP
PFA provider: Manager	What do you observe? How does the employee: <ul style="list-style-type: none"> • Look • Sound • Behave 	Ask questions to: <ul style="list-style-type: none"> • provide support and • identify immediate needs and concerns 	What triggers the move to this stage? Facilitate identifying options.	The form this will take...
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PFA Scenario 2	LOOK	LISTEN	LINK	FOLLOW-UP
<p>PFA recipient: Disengaged Team Member</p>	<p>You've been quieter than normal in team meetings over the past few weeks. When you have talked you have sounded flat and somewhat negative, and in virtual meetings have often had your camera turned off.</p> <p>Your manager or a team member has noticed this and is about to call you.</p> <p>Brief your partner to be either your manager, or a team member.</p>	<p>Background: develop a storyline to explain why you now feel disengaged with your work. For example:</p> <ul style="list-style-type: none"> You're fairly new in the role and it isn't meeting your hopes and expectations, or You're feeling uncomfortable with the behaviour of a stakeholder, or Your role changed a few months ago and you've lost the parts that you found most satisfying. 	<p>Your need is to identify some options that may help you to:</p> <ul style="list-style-type: none"> Come up with an action plan, and Feel more in control and hopeful. <p>Think of one or two ideas before you start the role play, but don't mention these unless prompted to do so.</p>	
PFA Scenario 2	LOOK	LISTEN	LINK	FOLLOW-UP
<p>PFA provider: Manager or Team Member</p> <p>Check with your partner what role you will assume.</p>	<p>How are you going to open the call?</p>	<p>Ask questions to:</p> <ul style="list-style-type: none"> provide support and identify immediate needs and concerns 	<p>Who/what triggers the move to this stage?</p> <p>Facilitate identifying options addressing immediate needs.</p>	<p>What form will this take?</p>
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PFA Scenario 3	LOOK	LISTEN	LINK	FOLLOW-UP
<p>PFA recipient: Overwhelmed Team Member</p>	<p>You've recently missed a few deadlines and/or failed to complete some tasks.</p> <p>You know your wellbeing has declined e.g. poor sleep and concentration; irritability.</p> <p>Your manager is about to call you for your regular catch-up.</p>	<p>Background: develop a storyline for your situation. For example:</p> <ul style="list-style-type: none"> You're home schooling your children. You're worried about a loved one in an aged care facility. Your partner's business has been wound up. Significant events have been postponed or missed. 	<p>It will help you to identify a few things you do can feel less overwhelmed and boost your wellbeing.</p> <p>For example: take some leave; build time for relaxation; finish your tax return.</p>	
<p>PFA Scenario 3</p>	<p>LOOK</p>	<p>LISTEN</p>	<p>LINK</p>	<p>FOLLOW-UP</p>
<p>PFA provider: Manager</p>	<p>How are you going to open the call?</p>	<p>Ask questions to:</p> <ul style="list-style-type: none"> provide support and identify immediate needs and concerns 	<p>Who/what triggers the move to this stage?</p> <p>Facilitate identifying options.</p>	<p>What form will this take?</p>
<p>Comments</p>	<p>LOOK</p>	<p>LISTEN</p>	<p>LINK</p>	<p>FOLLOW-UP</p>

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PFA Scenario 4	LOOK	LISTEN	LINK	FOLLOW-UP
<p>PFA recipient: Bad News Team Member</p>	<p>You've just received some bad news. Your manager is about to call you for your regular catch-up. Present as someone who is upset and distracted. Make comments like: "I've just had a phone call I wasn't expecting." "I might have trouble focusing on work today."</p>	<p>Background: develop a storyline for your situation. For example:</p> <ul style="list-style-type: none"> • The Vet has just told you the family pet needs to be euthanised, or • Your partner has lost his/her job, or • A friend or family member has been injured or diagnosed with an illness, or • You've found out you were unsuccessful in applying for a promotion you desperately wanted. 	<p>As a part of your story, identify one or two things that would be helpful to do now or soon. Do not share these unless you are asked to.</p>	
PFA Scenario 4	LOOK	LISTEN	LINK	FOLLOW-UP
<p>PFA provider: Manager</p>	<p>Open the regular catch-up call with your team member. Pay attention to how they look and sound.</p>	<p>Ask questions to:</p> <ul style="list-style-type: none"> • provide support and • identify immediate needs and concerns 	<p>What are your team member's priority needs? How can you best support this person now?</p>	<p>How were things left? What form will this take?</p>
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