

Strategy	Purpose	Sample Phrases
Name the Dynamic	Focusing the discussion, Addressing a "hot topic"	- You seem to be (insert emotion). What's on your mind? - It seems like the key issue here is (hot topic) and that it is causing some (emotion).
Validation	Affirms the importance of the learner's perspective	- You are absolutely right. I agree that (perspective) - I agree. The situation (perspective) can be (emotion).
Normalization	Builds trust, diffuses emotion	- The feelings you've expressed are common in this situation... - Your feelings are normal in this situation... In fact, I had a situation once...
Generalization	Enables the learner to see the broader relevance	- Have you ever had a situation when (concept) was applicable to (context)? - Sometimes (concept) can be applied to a different context, such as (context). How do you all see it?

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Paraphrasing	Clarifies/confirms understanding	- What I'm hearing you say is (insert paraphrase). - What I'm hearing (name) say is (paraphrase).
Broadening	Engages other learners to share perspectives	- I'm curious what others think of (topic). - I'd love it if others could share their perspectives about (topic).
Previewing	Guides/refocuses the discussion	- At this point, I am wondering if we can switch gears and talk about (topic) because (rationale).
Silence	Allows time to process, engages quiet learners	- If silence persists, consider if your wording was misunderstood and rephrase to engage the learners in the conversation.

Reference: Grant, V. J., Robinson, T., Catena, H., Eppich, W., & Cheng, A. (2018). Difficult debriefing situations: A toolbox for simulation educators. *Medical Teacher*, 40(7), 703–712. <https://doi.org/10.1080/0142159X.2018.1468558>