**Preventing a lapse**
*If you see or hear something, do something*

- Recognize situations in which someone may lapse & intervene
  - “I see how tired you are, can I hold your pager while you take a nap?”

**Responding to a lapse**

- Recognize & call out the emotion
  - “I see how upset you are, I get upset too”
- Recalibrate to professional behavior
  - “Let’s not let it impact our care of this patient”
- Redirect the conversation
  - “What can we do to move forward?”

**Offering guidance after a lapse**
Offering guidance after a lapse

ABCDEF

Ask permission:
Make it safe to talk

Behavior:
Describe it and wait for a reaction

Common responses:
Denial, Discounting, Distancing

Dialogue:
Action focused reflection exercise

"Who was there?"
"What professionalism values were at risk?"
"What were you feeling?"
"What were they feeling?"
"Why do you think your behaviors were interpreted negatively?"
"What would you do differently?"
"What might be difficult for you?"
"How will you learn to do it?"
"How will you know you are successful?"

Expect & Encourage:
Your confidence in their ability.

Follow up

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