

Phase	Goal	Actions	Sample Questions	Time
Gather	Actively listen to participants to understand what they think and how they feel about the session	<ul style="list-style-type: none"> • Request narrative from participant(s) • Request clarifying or supplemental information from participant(s) 	<ul style="list-style-type: none"> • How do you feel? • How do you think it went? • Can you tell me what happened? 	25%
Analyze	<p>Provide feedback on performance</p> <p>Facilitate participant(s) reflection <i>on</i> and analysis <i>of</i> their actions</p> <p>Investigate basis for performance gaps</p>	<ul style="list-style-type: none"> • Review accurate record of events • Report observations (correct and incorrect steps) • Ask questions to reveal participants' thinking process • Stimulate reflection and provide redirection 	<ul style="list-style-type: none"> • I noticed ... • Tell me more about... • What were you thinking when... • I understand, however, tell me about "X" 	50%
Summarize	Facilitate identification and review of lessons learned	<ul style="list-style-type: none"> • Identify positive aspects of session • Discuss behaviors that require change • Summarize session 	<ul style="list-style-type: none"> • List two actions that you felt were effective or went well • Describe two areas that you think you need to work on • How will you improve these areas for the future 	25%