

Two key aspects of a successful adverse behavior program are ensuring there's effective communication between staff and guaranteeing the procedures outlined in your policy are being followed. Conducting team huddles is a helpful method for keeping this information in front of employees on a regular basis.

Research shows that adults will retain information better when it's delivered in shorter, more frequent intervals. These shorter, "bite-sized" sessions should be kept to about 5 to 10 minutes, making them perfect for pre-shift meetings or huddles.

Most information delivered during huddles will be a quick review of information employees have already been provided either during their orientation or at a longer training session. Huddle topics should focus on one aspect of your policy or on how to perform one specific skill without having to build on information from a previous topic.

As much as possible, huddles should be structured to encourage employee engagement as learning retention will improve through active participation compared to passive participation. Verbally engage employees with discussion prompts or conduct short, hands-on scenarios that allow staff to practice their skills. Consider creating short quizzes for employees to take at the huddle to check for learning retention.

West Bend Mutual Insurance's Health Care Advisory Team has developed some stand-alone training topics called QuickTalks. They're intended to be short three-to-five-minute microlessons that reinforce best practices for skills related to your adverse behavior program. These talks may be perfect to help you better engage with your staff during your team huddles.

Potential topics for team huddles could include:

- Behavioral care plans
- Adverse behavior triggers
- De-escalation techniques
- Challenging clients

Please contact your assigned Loss Control consultant to learn more about how to conduct your team huddles and how to access our QuickTalks materials.