**In the Heat of the Moment: When Difficult Moments Require Immediate Response**

Timed Outline (90 Minutes)

5 Minutes: Introduction

Workshop overview – outline the theme of the presentation, highlight that the scenarios are from actual cases, and explain how each example will be examined:

1. Presenters will explain background facts and summarize the difficult moment.
2. Group discussion:
   1. What could each of the team members have done differently, if anything?
   2. Could the situation have been avoided? How?

75 Minutes: (Didactic) Use PowerPoint slides to demonstrate case backgrounds and corresponding difficult moments (approx. 7-8 minutes per case)

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* Group discussion:
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  + Could the situation have been avoided? How?

10 Minutes: Epilogue – What can we take away from these examples? (Interactive discussion with group)