






**Table 7.2** Steps to Facilitate Adaptively When Things Go Wrong

Step		Actions
1. Slow down.		Take a breath. Notice and name what you're feeling. Tend to any triggers that evoke a response in you.
2. Consider the context.		Consider who is in the room. Determine if any harm has occurred and who was harmed. Determine participants' levels of trust in you and levels of trust with each other. Consider what you can control and influence.
3. Assess the stakes.		On a scale of 1–10, determine the level of urgency the situation poses to trust, psychological safety, and learning.
4. Determine how to proceed.		Identify what is within your spheres of control and influence. Consider what actions you can take in the moment and what will take more time. Make a plan of action. Implement your plan (while letting go of the outcome).
5. Follow up.		Check in with participants, organizers, co-facilitators, and any others with whom follow-up is needed.

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