<table>
<thead>
<tr>
<th>Phase</th>
<th>Goal</th>
<th>Actions</th>
<th>Sample Questions</th>
<th>Time</th>
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</thead>
</table>
| Gather  | Actively listen to participants to understand what they think and how they feel about the session | • Request narrative from participant(s)  
• Request clarifying or supplemental information from participant(s) | • How do you feel?  
• How do you think it went?  
• Can you tell me what happened? | 25%  |
| Analyze | Provide feedback on performance  
Facilitate participant(s) reflection on and analysis of their actions  
Investigate basis for performance gaps | • Review accurate record of events  
• Report observations (correct and incorrect steps)  
• Ask questions to reveal participants’ thinking process  
• Stimulate reflection and provide redirection | • 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 | • Identify positive aspects of session  
• Discuss behaviors that require change  
• Summarize session | • 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%  |