



HUDDLES



In human service work there exists a level of volatility, ambiguity, and complexity rivaling other high-risk industries. Consistently safe decision-making is the result of open-minded, adaptive, shared accountability among a team. Getting into the cadence of “planning ahead” is central to projecting and resolving risk factors before they lead to harm.

Key Concepts

Prepare

P

- Ensure team members have what they need to prioritize case activities (e.g., referrals assigned, case logs, overdue reports).
- Organize the materials the team needs (e.g., case assignments, family contact logs, overdue cases or work, information on any incident reports/new referrals on open cases, etc.)

Review & Anticipate

R

- State the purpose: to update and anticipate
- Provide team-level updates (e.g., case closures, caseload data, overdue #s)
- Facilitate case-level updates
- Anticipate care needs/challenges with questioning. Always ask “What are you concerned about?”

Enact

E

- Mobilize resources to remove barriers.
- Expect team members will experience challenges throughout the day. Build individual resilience and team-shared meaning with an eliciting/evoking style and closed-loop communications.

Promote Resilience

P

- Close each huddle with a statement that reinforces safety culture and promotes resilience.

Implementation



- Standing is better than sitting
- Keep it short (no more than 15 minutes)
- Start and end on time

Huddles are used successfully in many high-risk industries and can be used in a variety of ways:



- At the start of each day
- At the start of each week
- Before important planned events
- Before responding to an emergency (if time allows)

Links to Related Strategies

Pre-Mortem Strategies

Checklists

Scene Safety Guides





HUDDLES WORKSHEET



Huddles are a strategy to improve decision making and reducing risk. Huddles can occur at any time but are typically brief (5 to 15 minutes) and focused on upcoming challenges, events, or identified obstacles that any member of the team is facing. When done correctly they can foster camaraderie and transparency among team members and increase the psychological safety of members.

Sample Huddle Set-up Worksheet

Participants (Who needs to be there?)

_____	_____
_____	_____
_____	_____
_____	_____

Date /Time/Location

Date: _____

Time: _____

Location: _____

Huddle Objective(s)

Roles

Verbal Facilitator: _____

Data Recorder: _____

Huddle Agenda

1. Review and Follow-up

2. Plan Forward (challenges and related strategies)

3. Recognition/Shout outs

Next Huddle

Date/Time: _____

Links to Related Strategies

Contingency Planning

Checklists

Scene Safety Guides

