

# The Hot Walk & Talk Protocol



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"The evidence now shows best outcomes when individuals subjected to trauma are immediately supported with [...] the helpful, empathic, non-intrusive, and informative presence of another person."

– DR. PATRICIA FISHER | SENIOR ADVISOR, TEND

## STEP 1



### HOT

"I heard something upsetting just happened – would you like to come with me to talk about it?"

Move the person away from the location where the incident occurred. If possible, go outside.

## STEP 2



### WALK

"Here is some water. How about we go for a walk?"

Walk beside them at a brisk pace and offer them water. They may slow the pace – let them gradually have more control as their nervous system regulates.

## STEP 3



### TALK

"It's normal to feel strong reactions to this. Would you like to tell me what happened?"

Normalize and validate their experience. Ask them to tell you what happened. If they get stuck, prompt them to move on: "And then what happened?"