

## LIT Extravaganza 2024

### Break Out Group: Group A: Facilitation-Tips and Tricks

Facilitators: *Renee Weeks and Cheryle Wilcox*

Notetaker: *Deb Forrett*

#### What made the “best” facilitated meeting you’ve been to so good?

- Having a scribe so you can facilitate and participate
- Use a “three lead” model- notes, coordination, and facilitation, real introduction of members that includes what the person is there for and what they might bring to the table
- Every meeting starts with a connection/a moment to know something about the members
- Starting with a picture of the child/family to ground the work in a person-centered way
- When the family has been really prepared before hand and has prefilled some of the document
- The facilitator holding space for everyone’s voice and managing the time and moves things forward
- Two separate meetings in situations where there may be sensitive information
- Setting the goal of the meeting to stay on track
- Facilitating the meeting in a neutral tone and voice to remain respectful while also keeping the meeting moving toward the goal- knowing when to interject and recap and move on.
- Solid notes/minutes that reflect the meeting and who is doing what and when.
- Using pictures/drawings and other ways to capture thoughts and helps keep the meeting interesting.
- A common meeting template for consistency.
- Identifying timekeeper and a “weed keeper” to keep folks on topic.
- Jargon buster so the meetings are understood by all.
- Using a white board so the family can see in real time and you can take a picture of it for later.
- Candy.
- Make sure the family receives a copy of the meeting notes.
- CSP’s in person vs. virtually can have an impact on participation/facilitation. Its hard to sit in front of a computer for two hours. Virtually is helpful for folks who have to travel.
- Do Hybrid meetings make some people feel less involved or do the families feel less present or distracted by other things? In person meetings can feel more real/supportive/engaged/connected especially if not everyone knows each other.
- Technology challenges can create another level of difficulty/ takes time to resolve.

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#### When things go awry-how do you get back on track?

- Using a “Parking lot” for things to discuss later, taking a moment to acknowledge the moment and decide as a team how to move forward.
- Revisit the purpose/goal of the meeting.
- Have an agenda for everyone to reference.
- Having a visual of the CSP and people can see what is being written and correct any miscommunication.
- Validate feelings and ensure that the topic will be revisited.
- Taking the temperature of the room and asking the team to share where they’re at.
- As a facilitator you can lean in and help the team express themselves.
- Decide ahead of time what roles team members have and make sure they are trained/skilled for those roles.
- Sometimes we have to adapt our comfort to facilitate.

#### How do you decide who is going to facilitate?

- Strive for a balance of who is connected to the family and needs to be an active participant and who has the skill to keep the meeting moving.
- In some cases/areas it feels like the same people fill the same roles- for example the DA facilitates and the school takes notes.

#### How are families connected to Parent Reps?

- Sometimes the family already knows about the parent rep and has a relationship with them.
- Sometimes the school asks the parent and then provides information.
- Case by case basis.
- Families usually want the support once it is explained to them.
- No formal referral process to the parent representative.

#### Other Thoughts/Questions?

- Families can ask for a hard copy and providers should be asking families what they prefer. Some providers put into an Electronic Health Record