

Enhancing Team Process and Case Management Meetings

Strategies to Foster Collaborative
Group Processes

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Technical Assistance- Training- Support
For Nonprofits, Programs, and Businesses

What are we trying to make happen?

- Group of individuals
- With diverse opinions, needs, and levels of power, who
- Try to work in a group
- To create complex, mid-term, multi-faceted plans and decisions
- That directly impact the quality of life of an individual.

Five Tool Sets for Your Tool Kit

1. How to prepare for a meeting
2. How to Foster Inclusive Decisions/Discussion
3. How to Facilitate Communication
4. What to Do When Conflict Emerges
5. Post-meeting Tasks that Improve Outcomes.

How to Prepare

- ...Failure to prepare is preparing to fail....
 1. Get Inside
 2. Know Thyself
 3. Know Thy Stuff
 4. Know Success

Inside the other person's skin...

- If I was her.... I'd probably want...
- If I was him... I'd probably be hoping...
- If I was her, I'd probably be feeling...

Know Thyself...

- I'm hoping that...
- The best outcome for this meeting for ME would be...
- The top three things I want to try to make happen during this meeting are probably...

Know Thy Stuff

- You are an expert. Be prepared like one.
- Have all your “ducks in a row”- pre-read, pre-think.
- Play the “what if” game

Know Success

- Recognize what a “successful meeting” looks like.
 - Everyone knows the goals or objectives, and they are achieved,
 - Time is not “wasted”.
 - Participants’ individual expectations are mostly met.

Being Inclusive

1. For whom are we actually doing this?
2. Everyone has something to add.
3. Nothing about me without me.
4. Use “Plain Language”
5. Roles are Potent

For Whom Are We Actually Doing This?

Wait a moment... Let's remember who is really at the center of this planning process.

Hang on a second. It's helping me to recall that Mary's success is really the reason we are all here.....

Everyone has something to add.

- Unique knowledge.
- Unique expertise.

“Let’s hear Henry’s input on this...”

“Before I add my comments, I’m really interested in what Sally has been thinking...”

Nothing about me without me.

- I have the right to have a voice in all decisions about me.
- I have the right to have my opinions considered.
- I have a right to know what you're planning to do to me or for me.... And to influence your actions.

“Plain Language”

- One or two syllables.
- Short sentences.
- Common words.

Roles are potent.

- Timekeeper
- Note taker
- “Pointer”
- Facilitator

Facilitating Communication

- Know the Purpose
- Use an Agenda
- Everyone who needs to be there, IS there.

Facilitating Communication

- Who is doing what, when?

What?	Who?	By When?	To Whom?
<i>Work assessment</i>	<i>John and Darnell</i>	<i>By May 1</i>	<i>Results to case worker, Darnell, and parents</i>

Manage Conflict

- Prevention is better than cure.
 - Ground Rules
 - “The Four Agreements”
 - Active Listening
 - Active Questioning
 - Need/ Want Analysis

Ground Rules

- We agree that we want to (name purpose of this meeting here).

So, we will:

The Four Agreements

(Don Miguel Ruiz, based on the Wisdom of the Toltec People)

1. Be impeccable with your word.
2. Take nothing personally.
3. Examine assumptions.
4. Always do your personal best.

Active Listening

- What VALUE is being revealed?

“So, you’re saying that the most important thing here for you is...?”

- What NEED is being revealed?

“So you’re seeing a need for ____?”

Active Questioning

- “Can you help me understand how that works for Darnell?”
- “Can you help me understand why this is so important to you?”
- “Can you help me understand why you’re proposing that we?”

Want or Need?

- Do a quick “Want VS Need” analysis
 - What do I want/ need?
 - What does he/she want/need?
 - How might all of us get our needs met at the same time?

After the Show is Over

- Trust is like a bank account.
 - Do what you said you'd do... or better.
 - Identify who will prepare and distribute the minutes or outcomes or “to do” list.
 - Identify who will keep in contact with the people who said they'd do something and support them in their commitment to action?