Upcoming ITHS Events 2023

- **April 6, 2023 – Team Science Seminar Series #7 -- Creating Engagement: Facilitation from Chaos to Construct ***

- April 20, 2023 – Team Science Seminar Series #8- Multiple-PI Collaborative Grant Applications

- May 4, 2023 – Team Science Seminar Series #9 -- Diversity, Equity, and Inclusion in Team-Based Research *

- June 1, 2023 – Team Science Seminar Series #10-- Engaging Communities in Interdisciplinary Research *

- June 15, 2023 – How to Prepare My Career Development Award (K Award) *

- August 2, 2023 – How to Prepare for a Biostats Consult *

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Feedback

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will be sent to the email address you used to register.

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Session #7: Creating Engagement: Facilitation from Chaos to Construct

Jennifer Sprecher
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University of Washington

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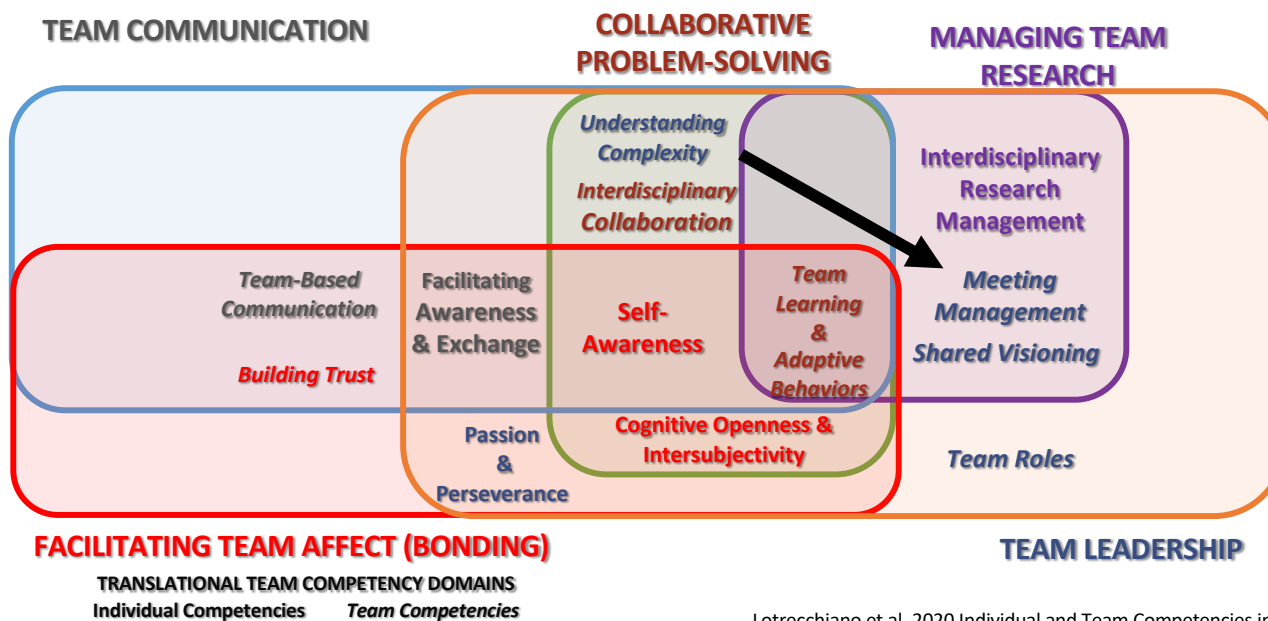UNIVERSITY *of* WASHINGTON

Learning Objectives

1   Apply meeting, conflict, and empathetic listening skills from prior session to meeting facilitation..

2   Apply facilitation skills to common meeting challenges.

Plan for the Day

- Review your tools
- Identify challenges
- Empathetic listening while facilitating
- Begin with a light touch
- Practice

CTSA Translational Team Science Competencies for *Individuals* & Teams

TEAM COMMUNICATION

COLLABORATIVE PROBLEM-SOLVING

MANAGING TEAM RESEARCH

Understanding Complexity

Interdisciplinary Collaboration

Interdisciplinary Research Management

Team-Based Communication

Facilitating Awareness & Exchange

Self-Awareness

Team Learning & Adaptive Behaviors

Meeting Management

Shared Visioning

Building Trust

Passion & Perseverance

Cognitive Openness & Intersubjectivity

Team Roles

FACILITATING TEAM AFFECT (BONDING)

TEAM LEADERSHIP

TRANSLATIONAL TEAM COMPETENCY DOMAINS
Individual Competencies   *Team Competencies*

Lotrecchiano et al, 2020 Individual and Team Competencies in Translational Research Teams. Journal of Clinical and Translational Science.

Reviewing your tools- from Session 3 (December 2022): Meeting Management

1. **Meeting agreements**
2. **Meaningful agenda**
3. **Meeting roles**
4. **Meeting evaluation**

Commit to using 2 of these katas

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Meeting Effectiveness Guidelines

5 Silence is acceptance

1 Tell the kind truth as fast as you can

2 Be present: Stay in the room

3 Suspend Judgment

4 Share your path

effectiveedge

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Sample Agenda

Every Meeting has an Objective

Name Meeting Agenda

Date/ Time:
Objective:
Invitees

Name		Attend			Attend

Who is invited

Attendance

Agenda

Visible timing for easy tracking

Include interactive tools where possible

Minimize didactic, maximize interactive

Clear desired outcomes for each agenda item

Time	Topic	/G	Desired Outcome

S/D/G = Sharing Information, Decision, Gather Input

Meeting Evaluation

Periodic meeting evaluations to improve meeting effectiveness

What went well	Could do better
	•

Meeting Minutes

Action Items from Meeting date:

What	Who	When	Comments

Track action items

Decisions and Discussion

Topic	Decision/ Discussion

Track key decisions or outcomes of discussions

Roles
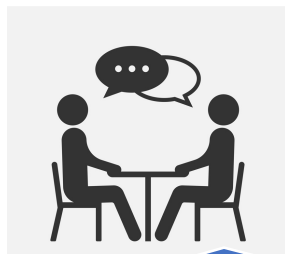
Facilitator

Leader

Scribe

Timekeeper

Team member

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Continuous Improvement

> **Group effectiveness scale**
> **Plus Delta**
> **Meeting mentor**
> **Fist of five**

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Empathetic Communication Skills

> **Listen, question, clarify**
> **Listen for meaning behind the words**
> **Summarize**
> **Acknowledge & verify**
> **Move from emotion to problem-solving**
> **Appreciative inquiry**
> **Stay balanced**
> **Restate**
> **Repeat**

Empathetic Listening

Seek first to understand

Get the full message

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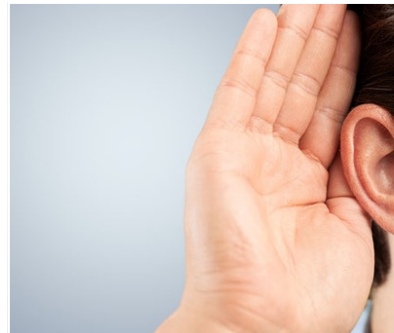
What are your challenges?

> **Crickets**
> **Defensive**
> **Sharing the space**
> **Tangential topics**
> **Running over**
> **Interrupting**

> **No decisions**
> **Dominating conversation**
> **Doubting ideas**
> **Nod**
> **Side conversations**
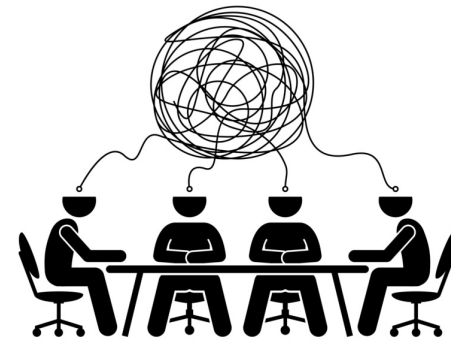
Light Touch

> **Assume positive intent**

> **Employ respect**

> **Protect individual self-worth**

> **Engage with solution finding**

Facilitation Techniques

- **Parking Lot**

- **Visibly capture ideas**

- **Keep Agenda ready and visible – Preparation for meeting (agendas, data sent out ahead, etc)**

- **Start with positive**

- **Keep Meeting Agreements visible**

- **Demonstrate strong listening skills**

- **Use team engaging strategies (liberating structures, contingency diagram, brainstorming)**

Practice   -Breakouts 15 mins- Refer to modeling example

Breakout Rooms (groups of 4)

> **Identify lead**
> **Participants identify a topic they want to discuss in a "mock meeting" environment**
> **Non-leads assume a "challenging role" to disrupt the meeting (dominator, doubter, interrupter, etc- see slide 15)**
> **Lead navigates through this chaotic meeting – employing techniques to manage the challenge**
> **Pause after 5 mins or so, provide feedback to lead 2 mins, then switch leads**
> **Example Topics:**
>> A. **Weekly research meeting- progress check-in, grant review of goals, data**
>> B. **Alzheimer's medication to reduce rate of decline, starting a clinical trial – determine what needs to occur**
>> C. **Retirement of dept. chair – determine how to best celebrate them**
>> D. **Topic of your choice**

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Summary

- **Use the tools to set the environment**
  - **Team agreements**
  - **Agendas**
  - **Team roles**
  - **Meeting evaluations**
- **Start with a light touch**
  - **Assume positive intent**
  - **Employ respect**
  - **Protect egos**
  - **Engage with solution finding**
- **Facilitation techniques**
  - **Parking lot**
  - **Capture ideas visibly**
  - **Keep agenda visible- be prepared**
  - **Keep meeting agreements visible**
  - **Focus on positive**
  - **Demonstrate strong listening skills**

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Reference Materials – ITHS Website

- Facilitator Skills Handouts for Class Participants- Questioning techniques, Langevin Learning Services

- 10 Tips to Boost Your Facilitation Skills, Lonnie Pacelli

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Thank You!

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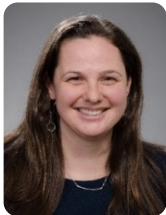A link to the feedback survey has been sent to the email address you used to register.

Please get out your device, find that email, and spend a few moments completing that survey before you leave today.

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Q&A/Team Science Office Hours

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Questions?