

2019

The 'F' Word: Cleaning Up Our Act Around Facilitation Overview



Participant Manual

Baltimore Marriott Waterfront Hotel
Baltimore, MD



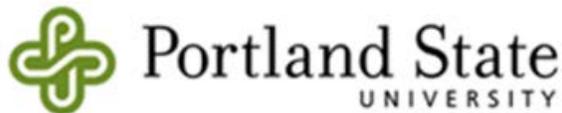
The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively. NWIC uses innovative approaches grounded in implementation science and incorporates cutting-edge strategies to support Wraparound implementation. NWIC provides support that is intensive yet affordable. The work is focused on building sustainable local capacity to provide model-adherent, high fidelity Wraparound, thereby increasing positive outcomes for children, youth, and their families.

NWIC is a partnership among the three leading universities involved with Wraparound implementation: The University of Washington School of Medicine; Portland State University School of Social Work; and the University of Maryland School of Social Work. These three universities collaborate to ensure sites have access to comprehensive support for implementing model-adherent, high quality Wraparound for children and youth with behavioral health needs and their families.

National Wraparound Implementation Center (NWIC)

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Learning Objectives

- Develop a deeper understanding of the _____ and responsibilities of a facilitator.
- Assess your own _____ as a facilitator to identify areas of strength and needed growth.
- Define essential _____ of a team meeting.
- Ascertain new _____ tips, tools and techniques that can be applied in Child and Family Team meetings.



Facilitator Skills Effectiveness Grid

	Novice				Apprentice				Master	
	1	2	3	4	5	6	7	8	9	10
Able to refocus group & keep them on task	<input type="checkbox"/>									
Minimize difficult behaviors & manage conflict	<input type="checkbox"/>									
Engage each individual to participate	<input type="checkbox"/>									
Model active listening	<input type="checkbox"/>									
Accurately records information	<input type="checkbox"/>									
Adapt/Change easily in the moment	<input type="checkbox"/>									
Empower group to generate solutions	<input type="checkbox"/>									
Role model respect & non-judgement	<input type="checkbox"/>									
Develops a structure for the meeting	<input type="checkbox"/>									
Able to ask probing questions & summarize key points	<input type="checkbox"/>									
Fosters creativity & out of the box thinking	<input type="checkbox"/>									
Preps in advance of every meeting	<input type="checkbox"/>									
Builds group consensus	<input type="checkbox"/>									
Effective time manager	<input type="checkbox"/>									
Accurately read people and emotions	<input type="checkbox"/>									
Discuss tough topics & concerns	<input type="checkbox"/>									

3 Greatest Strengths

1.

2.

3.

3 Greatest Opportunities

1.

2.

3.

How does this quote relate to a facilitator's role planning a meeting?

**If I had eight
hours to chop down
a tree, I'd spend
six hours sharpening
my ax**
– Abraham Lincoln

Thoughts/Ideas? _____





Meeting Logistics

Don't forget to consider the following:

- _____ of participants
- Type of _____ participants need to have during the meeting
- How well participants _____ each other
- _____ of the meeting and _____ set up
- _____ activities
- _____ aids and other materials needed
- Practice!

Visual Aids and other materials

Jot down the visual aids and other materials you think a facilitator of Wraparound needs have prepared in advance of a meeting.



"When I see it, then I understand"

Example Child and Family Team Meeting Agenda

- Introduce the process & team members
 - Establish ground rules
- } (5 minutes)
- Share the family story with the team (3 minutes)
 - Review strengths & add strengths of the family & team (7 minutes)
 - Lead team in reviewing the Family Vision (3 minutes)
 - Develop a Team Mission statement (5 minutes)
 - Introduce needs statements, solicit additional perspectives from team & lead the team in prioritizing needs (15 minutes)
 - Develop outcome statements to measure need met (7 minutes)
 - Lead the team in brainstorming strategies to meet needs (7 minutes)
 - Prioritize strategies & address any barriers
 - Solicit or assign team members tasks
- } (10 minutes)
- Review the Initial Crisis Plan and adjust to include team (10 min)
 - Review & wrap-up meeting
 - Scheduling next meeting
- } (7 minutes)



Facilitating the Meeting

Starting on a High Note

Having fun in meetings should be a _____.

Introduce the meeting in a way that people can laugh, break the ice, and be _____.

Ice Breakers and _____ help to set a tone for the meeting and encourage participants to think _____ from the get go.

Ensure that you know your _____ so you can tailor it appropriately.

Connect icebreakers to meeting _____ items in order to be mindful of time.

agenda	openers	audience
creative	non-negotiable	out of the box

What are some examples of icebreakers, or openers, you could use in Wraparound? Be sure to include what part of the agenda it connects to!



Developing Ground Rules

What are ground rules?

- Statements of values and guidelines which a group consciously establishes to help guide individuals and keep the meeting on track.

Types of meeting ground rules

- P _____ Example: _____
- A _____ Example: _____
- B _____ Example: _____

Remember:

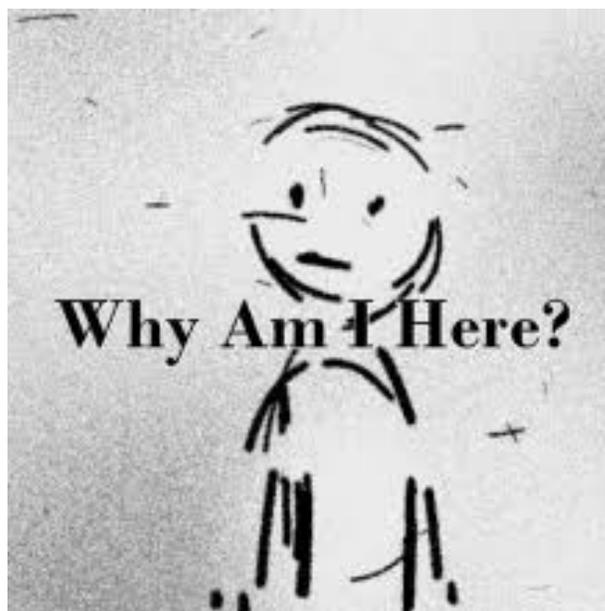
- Ground rules are stated in a way that let's participants know what to do.
- Ground rules are used them to keep the meeting on track, increase participation, mediate conflict, reframe negativity and attend to conduct.
- To be effective, ground rules must be clear, consistent, agreed-to, followed and reinforced.
- Ground rules are reviewed during each meeting and added to over time as needed.



Setting the Scene

- Establishes the purpose and context of the meeting
- Ensures everyone understands their role and what the group hopes to achieve.
- Helps to reinforce discussions that occurred with individuals during meeting preparation.

How do you 'set the scene' for team members in Wraparound?



Brainstorming Options

Why brainstorm???

Whose job is it to ensure brainstorming happens? Why?

Brainstorming Tips:

- Generate as many _____ as possible *(minimum of 10)*
- Don't _____, just record
- Ensure all meeting participants _____, so that a wide a range of potential options can be generated
- Give participants permission to be _____ without judgement, and ensure _____ ideas are elicited
- Role model by throwing out creative, ' _____ ' ideas.
- Brainstorm around the _____ and not behaviors or other goals



Strategy Selection

- Narrows down options so that they are manageable and lead to concrete actions.
- Ensures the youth & family have voice and choice in what they want to try and provides ways for them to feel connected and have fun.



How do you currently facilitate strategy selection in your meetings?

How do you plan to do this differently moving forward?

Recording & Taking Action

- Facilitate questioning of who, what, when, where, why & how for _____ selected strategy
- Assign _____ tasks to create shared accountability and keep people coming back.
- Use identified _____ to inform task assignments.
- Engage in _____ busting
- _____ all decisions, assignments & due dates so they are visible to the group



Meeting Wrap Up

- Review the plan and all task assignments.
- Make sure that everyone know what they need to do between now and the next meeting.
- Talk about check-ins
- Discuss the addition of new team members.
- Schedule the next meeting, or two, or even three!

