



## Linking Systems of Care Coordinator Toolkit

### Facilitation Guide: Tips for When Things Go Wrong

Are things deviating from plan? People not responding as you expected? What can you do?

- Breathe.
- Wait. Give it a little more time. Do less and give them a chance to do more.
- Get curious. Think of 6 different plausible explanations for why this is happening. Your first assumption or explanation may well be wrong.
- Say what you're thinking and check it out. "It feels like this discussion is dragging. What do others think? Should we change the pace?" or "Attendance at these meetings is low. I wonder: What ideas do you have for what could be better?"
- Ask for help. Before, during or after a meeting, ask one or two others for their ideas.
- Use visual cues. If you want to remember how you want to be in the meeting, put a word or two on a small post-it note and move that visual reminder from page to page of your facilitation notes. ("Trust the group" "Unafraid" "Easy")
- Imagine the best. On your way to the meeting, bring the participants to mind. Mentally welcome them. Imagine them setting down their regular work and being happy, grateful for, and open to, this particular group and work.
- Care for yourself. Eat well, sleep well, drink water, stretch and center before the meeting.
- What else do you already rely on when you need to be at your best? Use what you know.