



Linking Systems of Care Coordinator Toolkit Tips for Better 'Regular Meetings'

DON'T DO A MEETING, DO SOMETHING ELSE

Do the meeting remotely, **online**. If everyone has a computer or phone with a camera and an internet connection, let people stay at their desks and meet by **Zoom or Skype**.

Can you cancel this meeting? Search for the cartoon **Should You Call That Meeting?** by Wendy MacNaughton, at www.ideas.TED.com.

STRUCTURE YOUR MEETING DIFFERENTLY

Ask yourself: What is the **purpose**? What would be a great outcome? How do you hope people will feel at the end? Put the agenda together and lead the meeting with those ends in mind.

Check your **participant** list. Is everyone needed? Should anyone else be included?

Change the **logistics**. Meet in a different room. Move the furniture. Make it a stand-up meeting or a walk-about meeting.

Change your standard **agenda**.

- Frame your **agenda topics** in the form of a question.
- Try alternate **agenda patterns**; switch among these ideas.
 - Devote 90% of the meeting to one topic. Really dig into it. No distractions.
 - Cut half the time for each agenda item to force focus on the crux of the matter. This will shift how you introduce the topic, state the purpose of this part of the meeting, how you frame questions for discussion, how you provide info.
 - Rearrange the sequence of the meeting topics. Instead of a standard ABCDE (for instance, starting with reports and ending with bigger items needing consideration,) shift to AEB CD. Don't leave the most important work to the end.



Open with a short poem, a fortune cookie fortune, a song lyric. Use something that sets a tone you think is appropriate and helpful.

Try sharing facilitation **roles**. Ask for volunteers or set up a rotation schedule for discussion leader, recorder, timekeeper.

Find out if someone in the group is a doodler, cartoonist or **graphic** illustrator. Invite them to do graphic recording for your meeting.

FACILITATE YOUR MEETING DIFFERENTLY

Open the meeting by reviewing the agenda and the intended tangible outcomes. "By the end of this meeting, we have to accomplish X, Y and Z."

Use DeBono's '**Thinking Hats**' **questions** to structure a discussion. What's right? What's risky? What else?

Prepare to stay on track. Be ready to ask 2 or 3 people to work on an issue after the meeting, so you can keep to the original agenda.

If some people remain quiet in a larger group, scan the group, try to catch the eye of someone who looks like they want to talk. Say "Let's hear from others. Who else has a thought?" Or use **1-2-4-All** or just 30 seconds of silent thinking and 1 minute in pairs before the group conversation.

If the discussion is losing focus, pull the group back from tangents. Say "Again, our question for now is ___" or "Can you connect the dots for us? How does this relate to our topic of ___?"

If someone in the group is dominating, find a way to get them to wrap up a long comment. Listen for them to take a breath and interrupt on the inhale. Or repeat their key words to acknowledge they were heard, say "Thank you," and invite others to speak. Don't nod your head at the long speaker.