

Empowerment, Commitment,
Quality, & Integrity

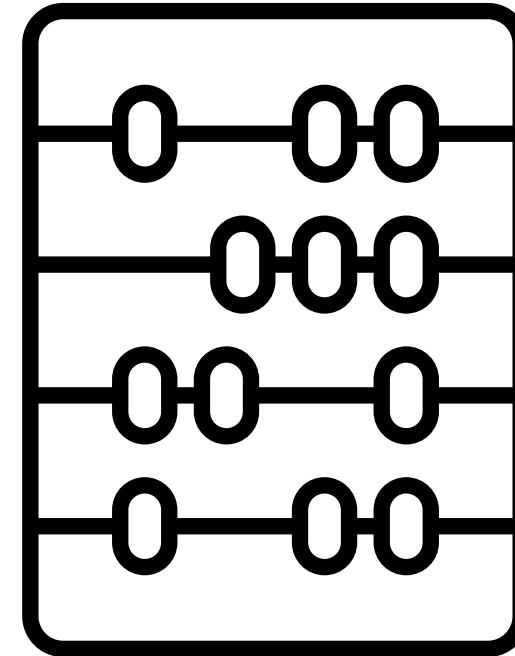


CFHPC Leadership Training

Agenda



- Parliamentary Procedure Overview
- Role of the Chairperson
- Chairperson Expectations
- What are Effective Meetings?
- Meeting Facilitation
- Conflict Management
- Questions and Discussion



Training Objectives



- This training will encourage participants to:
 - Understand the role of CFHPC leadership within the Planning Council.
 - Review parliamentary procedures.
 - Learn how to effectively facilitate a meeting.
 - Identify and implement conflict management strategies.
 - Discuss training and support needs.

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Parliamentary Procedure Review

Defining Parliamentary Procedures



- **Parliamentary procedure** is a set of well proven rules designed to move business along in a meeting while:
 - ✓ Maintaining order
 - ✓ Eliminating confusion
 - ✓ Controlling the communications process
- Its purpose is to help groups *accomplish their tasks through an orderly, democratic process.*

Defining Parliamentary Procedures



- Parliamentary procedure is **not** intended to inhibit a meeting with unnecessary rules or to prevent people from expressing their opinions.





Key Terms

- **Point of Order:** Personal affront or object to procedure
- **Point of Information:** Information request
- **Point of Support:** A call for help
- **Point of Clarification:** A call to clarify information that is not clear

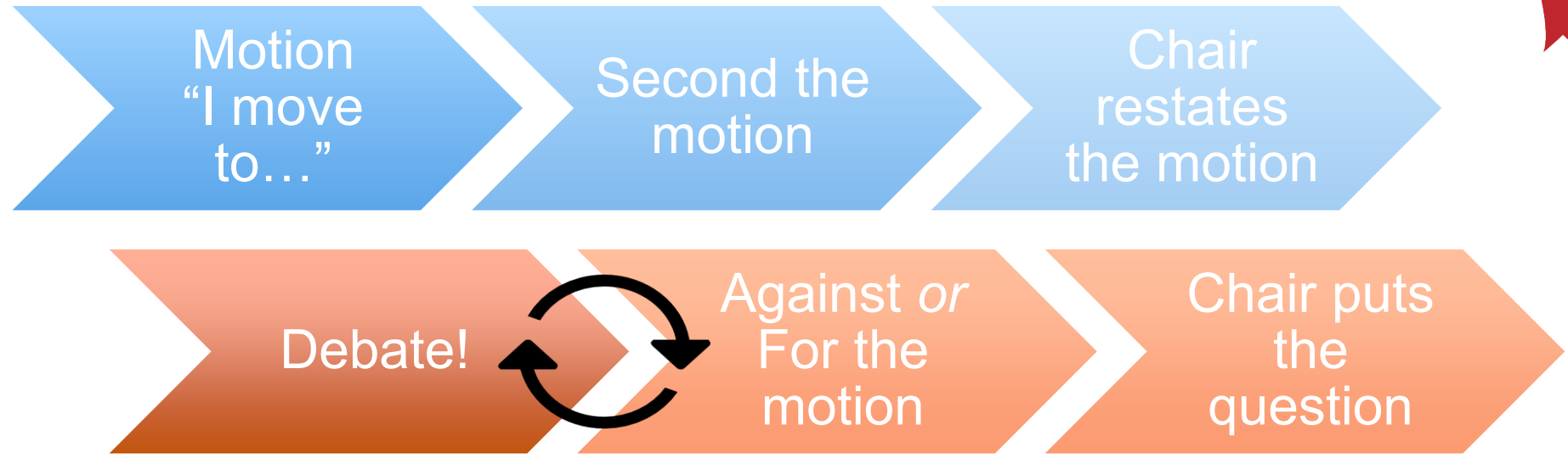


What items need a motion?

- Motions are used to discuss a new item of business.
- Anytime a change is made to the agenda or previous minutes.
- Items that need approval to go from the committee level to executive and the full Planning Council.
- When a proposed change needs approval (i.e. funding slates).



How to Present a Motion



It's time to
VOTE!





Voting



- **Rising Vote**

- Raise of hands. This is the most common method of voting. The Chair counts in response to those in favor and those against.

- **Voice Vote**

- we use for those on call or may be used in a small group setting

- **Ballot**

- Typically used for the election of officers.

- **Roll Call Voting**

- During Planning Council Business meetings (the last meeting of the month) all items that require a motion are voted on by roll call.





Role of the Chairperson

Strategic Role



- Represents the vision and purpose of the Planning Council/Committee
- Ensure that the Planning Council/Committee functions properly
- Ensures that the Planning Council/Committee is managed effectively
- Facilitate meetings
- Serves as the representative of the Council or Committee

Ensures that Planning Council/Committee functions Properly



- Plan & run meetings in accordance to the governing documents
- Ensure matters are dealt with in an orderly, efficient manner
- Bring impartiality and objectivity to meetings & decision-making
- Facilitate change and address conflict within the group
- Review governance performance and skills

Cont.

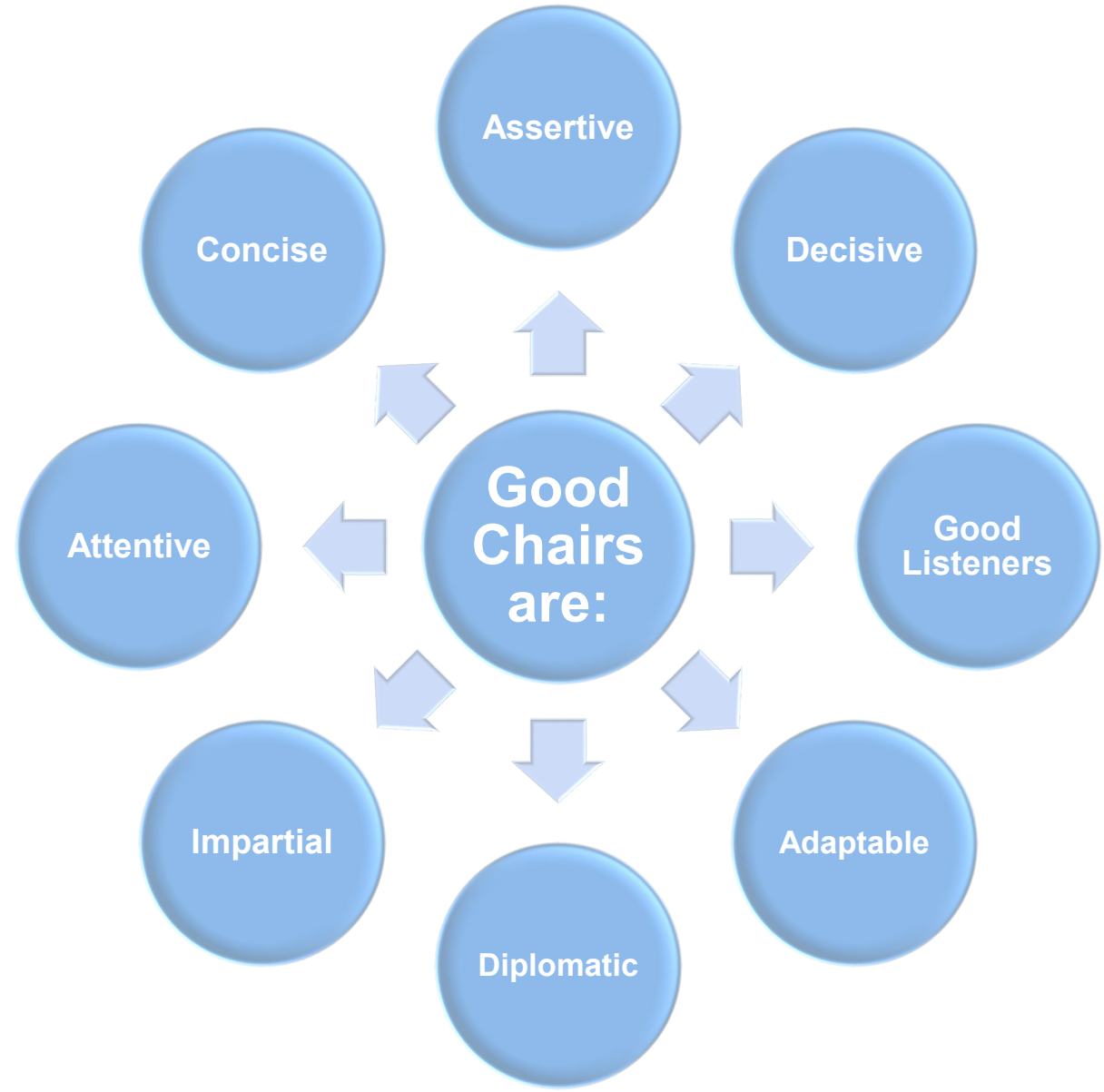


- Liaise with the chief officer, as appropriate to keep an overview of the organization's affairs
- Co-ordinate the committee to ensure responsibilities for particular aspects of the work are met and specialist expertise is engaged as required
- Facilitate change and address conflict within the group, liaising with the chief officer to achieve this

Cont.



- Ensure full participation at meetings
 - Manage the discussion by encouraging participation by all members
 - Calling on members who have not spoken on an issue
- Ensure all relevant matters are discussed
 - Ensures that all issues on the agenda are dealt with
- Remain impartial & objective
 - Keep the meeting on track
 - Listen to the discussion
 - Ask for motions but cannot make motions
 - Does not make decisions on his or her own but guides the group in using data to make decisions





Chairperson Expectations

Communication and Meeting Attendance

Things to Remember



- Communication
- Collaboration
- Attendance
 - Committee Meetings
 - Executive (Vice Chairs only in the absence of the Chair).
 - Planning Council Full Business
- Compassion

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Meeting Facilitation

Leading Group Discussions



Definition

- A *facilitator* is someone who helps a group meet their goals.
- Someone who guides the dialogue & attempts to maximize member's time and energy by keeping the discussions on track
- Effective facilitators:
 - Understand the goals of the meeting
 - Involve everyone in the discussion
 - Make decisions democratically and in accordance with parliamentary procedure



Facilitation Principles

- Draw out opinions and ideas
- Focus on HOW, WHAT
- Exercise impartiality
 - Never take sides when facilitating a discussion
- Be prepared!
 - Try to review the meeting documents at least an hour prior to the meeting.

Encouraging Participation



- Check comfort level.
- Allow all ideas to be heard.
- Make members feel good about their contributions.
- Ideas and decisions should be group nominated.
- Be Supportive.

Facilitating discussion



- Show respect
- Thank individuals for their participation, comment, contribution, etc.
- Don't try to "one-up" anyone and inspire the same respect in council members.
- Assess when it is appropriate to end a discussion and move on to either a motion or the next item of business.

Style



- As leaders, why is it important that you be mindful of your facilitation style?
 - Neglecting mindfulness could lead an appearance of not listening, aloofness or insensitivity.
 - Being perceived as good listeners, open, sensitive and flexible is more conducive to encouraging participation.



Process Specific Items



- Remember to always speak into the microphone and encourage participants to do so, also.
 - We want to be mindful that the participants online may not hear the conversation in the room.
- Chairs essentially run the meetings! Using the agenda to know when to move on to the next item of business is essential to keeping the meeting flowing.



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Conflict Management



“We can’t achieve our vision in a hostile, disrespectful, or undermining group culture.”

Conflict Management



- Anytime a group of people get together, there is a possibility for conflict.
- Conflict is not something you need to avoid at all costs. In fact, conflict can sometimes be the quickest and best way to make creative progress.
- Conflict can be a healthy way of inviting discussion about issues that might not have come up otherwise.
- You certainly don't want everyone automatically to say "yes" to everything without proper discussion!

Signs of Frustration



- Making facial expressions of amazement or disagreement, such as shaking the head or rolling the eyes. The person may also fidget, or move around in a restless or nervous manner.
- Looking at other people to see if anyone else's body language or facial expressions reveal their disagreement with the speaker.
- Whispering or writing notes to another person. This may indicate that the frustrated person is checking on his position or trying to gather support for a confrontation. This can apply to both types of conflict.
- Staring, possibly in an intimidating way, at the speaker or potential target of confrontation.

Reducing Conflict

- Depersonalization
- Questioning
- Reduce the Perceived Threat
- Table Discussions



Scenario #1



- During the public comment section of the meeting, a member of the public accuses a provider (by name) of not doing their jobs and demands that the Planning Council does something about it. What do you do?

Scenario #2



- During a discussion, the chair calls for pros and cons on specific issue. Two members begin getting in a heated discussion because they do not agree with each other on one of the cons that was brought up in the room. As the chair, you notice that the discussion is getting a little out of hand, how do you handle this situation?

Scenario #3



- While discussing an item in the New Business section of the agenda the conversation gets derailed into a different topic. As the chair, how do you intercede and get everyone back on track?

Scenario #4



- There's some folks in the back of the room having side conversations and it is disruptive to the business at hand. How do handle this situation?

Things to Remember



- Everyone has different communication styles.
- Reduce power struggles and dynamics.
- Invite to contribute, so that one person cannot take over the discussion.
- Summarize what has been said to make sure everyone understands.
- Assess when to table a discussion that is not appropriate for the current meeting.

Any Questions?

