

Central Florida HIV
PLANNING
COUNCIL

SERVING

Orange | Osceola | Seminole | Lake | Brevard Counties

Model Member Strategies

Meeting Etiquette, Member Conduct, & Parliamentary Procedure





Agenda

- **Parliamentary Procedure/Robert's Rules**
- **Rules of Conduct**
- **Meeting Etiquette**
- **Effective Communication**



Parliamentary Procedure Review



Definitions

- **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.*

*Parliamentary procedure and meeting etiquette guidelines are **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 Privilege:** Deals with meeting room comfort (noise, inadequate ventilation, temperature)
- **Point of Information:** Information request
- **Point of Support:** A call for help
- **Point of Clarification:** A call to clarify information that is not clear



Types of Votes

- **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**

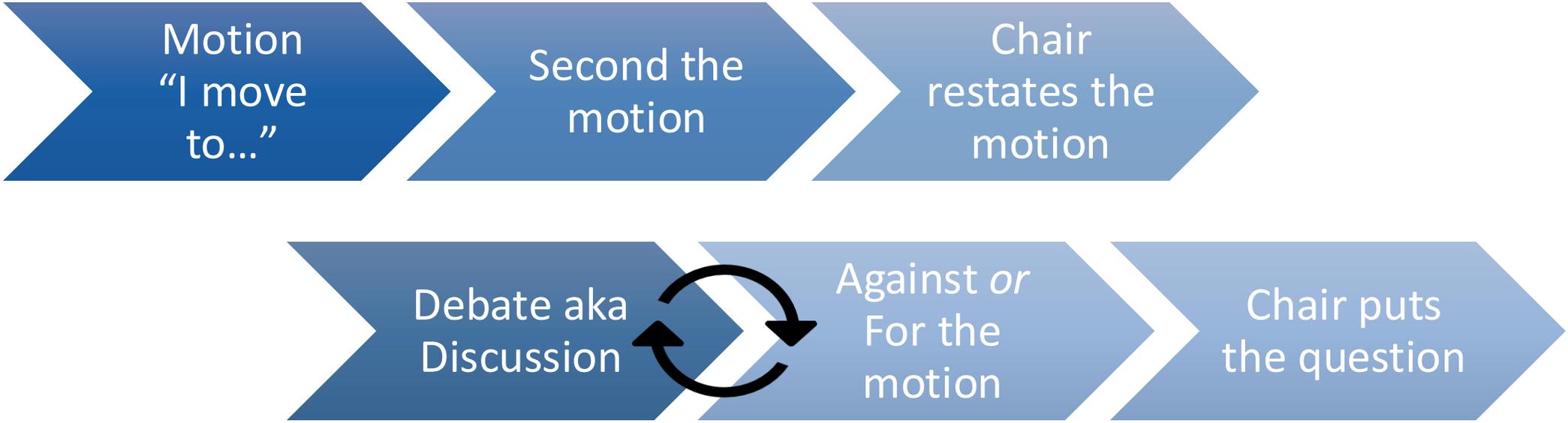
- Typically used for the election of officers.

- **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.



How to Present a Motion



It's time to
VOTE!



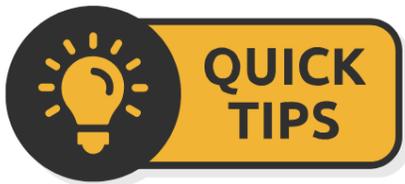
Members' Role

Make motions

Second motions

Participate in discussion

Address the Chair



You don't always have to wait for the chair to entertain a motion!



Items that Require Motions

- Approval of the agenda
 - Including postponing business until the next meeting or adding an item for discussion
- Approval of the minutes (if there are changes)
- Document updates (policies, service standards, etc.)
 - Including adding a document for review at a future meeting
- Allocations and reallocations



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Let's Practice!



Member Conduct



Policy & Procedure

- All Planning Council members are expected to abide by the Rules of Conduct Policy & Procedure
- These rules apply to behavior during meetings, events, and when working with external stakeholders and the public
- Members may be subject to disciplinary action as outlined in the Violations of Rules of Conduct Policy & Procedure



Member Conduct Best Practices

- State conflicts at the beginning of the meeting and during the discussion for which a conflict applies
- Manage interpersonal conflict with others by fostering a welcoming environment
- Don't engage in behavior is unsafe or that is detrimental to the mission or vision of the Planning Council
 - Members should also reconsider membership on the Council if they cannot support this rule
- Approach all issues with fairness, equity, and impartiality
- Value, promote, and respect the diversity of the Planning Council



Members Should Never

Take improper advantage of their position.

Make improper use of information they have obtained.

Disclose confidential information.

Behave in a manner that will reflect poorly on the Planning Council.



Statement of Zero Tolerance

It is the intent of the Principal's Office of the Central Florida HIV Planning Council to provide a safe environment and to prevent abusive conduct in any form. The Principal's Office has zero tolerance for direct, conditional, or veiled acts of violence or threats of harm. Members or associate members found in violation of the Principal's Office policies will be subject to immediate discharge.



Meeting Etiquette



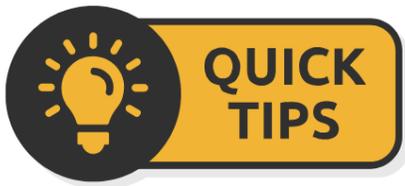
What is Meeting Etiquette

- “Meeting Etiquette” is a set of guidelines for member behavior during committee and business meetings
- Like parliamentary procedure, it is not intended to inhibit the meeting or prevent members from expressing opinions
- The goal is to maximize participation and minimize disruptions as much as possible



Before the Meeting

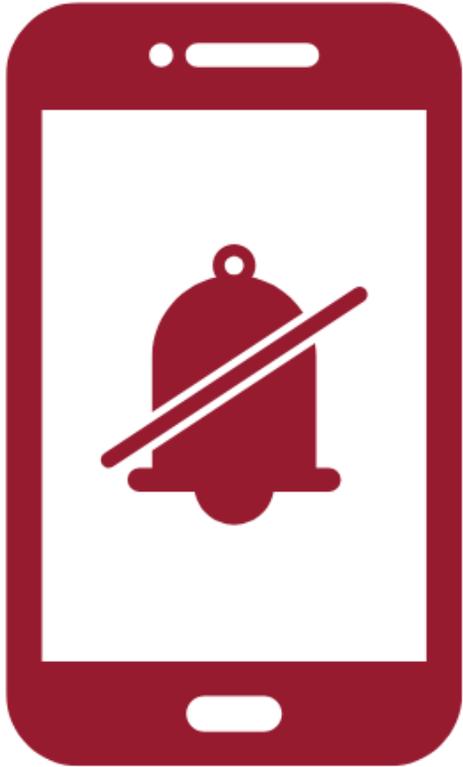
- Arrive on time (or early!).
 - If you're unable to attend make sure to inform PCS
- Review the meeting materials, including the agenda and the previous month's minutes
- Mute your cell phone or any other devices



You can find the meeting materials on the Planning Council's website at centralfloridahivpc.com. The current month's materials stay up until the next PC meeting.



During the Meeting



- Be mindful of device usage for unrelated PC business
 - Including cell phones, tablets, and laptops
- Be polite and respectful
- Stay engaged and alert
- Refrain from disruptive behavior

During the Meeting

- If online, make sure to keep your lines muted, unless you are recognized to speak.
- Speak clearly and audibly for the online participants and audio recording.
- Refrain from having side conversations with neighbors.

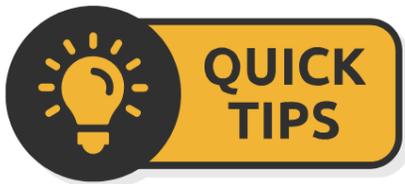


*Florida Sunshine Law covers **any** communication between Council members regarding discussion about PC business. **This includes sidebar conversations.***



Addressing the Chair

- The meeting Chair establishes the procedures for discussion
- Members should address comments directly to the Chair/Chairperson
- Wait to be recognized before contributing to the conversation
- This helps to maintain order during meetings and ensure that everyone's voice is heard



If you find that you are having trouble getting your voice heard during robust conversation, raise your hand and wait for the chair to recognize you.





Make comments that are adversarial in nature



Talk over others



Mention funded providers/subrecipients and their employees by name



Be respectful and mindful of your tone and word choice



Avoid interrupting. Listen for understanding and respond when the speaker is finished.



Focus on services and not providers



Avoiding Miscommunication



Meeting Communication Tips

- Actively listen
- Provide feedback & be solution-oriented
- Ask questions and engage in discussion
- Stay on topic
- Respect “turn-taking” & avoid monopolizing
- Keep an open mind about other’s ideas
- Be mindful of nonverbal communication
- Be aware of your own biases



Scenario



During a discussion about the Mental Health Service Standard, a member gets frustrated while reviewing the eligibility requirements section. They state that they have heard that several clients at a funded provider (that they state by name) have not been receiving the services that they need. When another member attempts to ask a question to get clarification, they ignore it and begin talking about a different topic unrelated to the service standard.

How could this member better communicate their ideas?

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Questions? Discussion?

