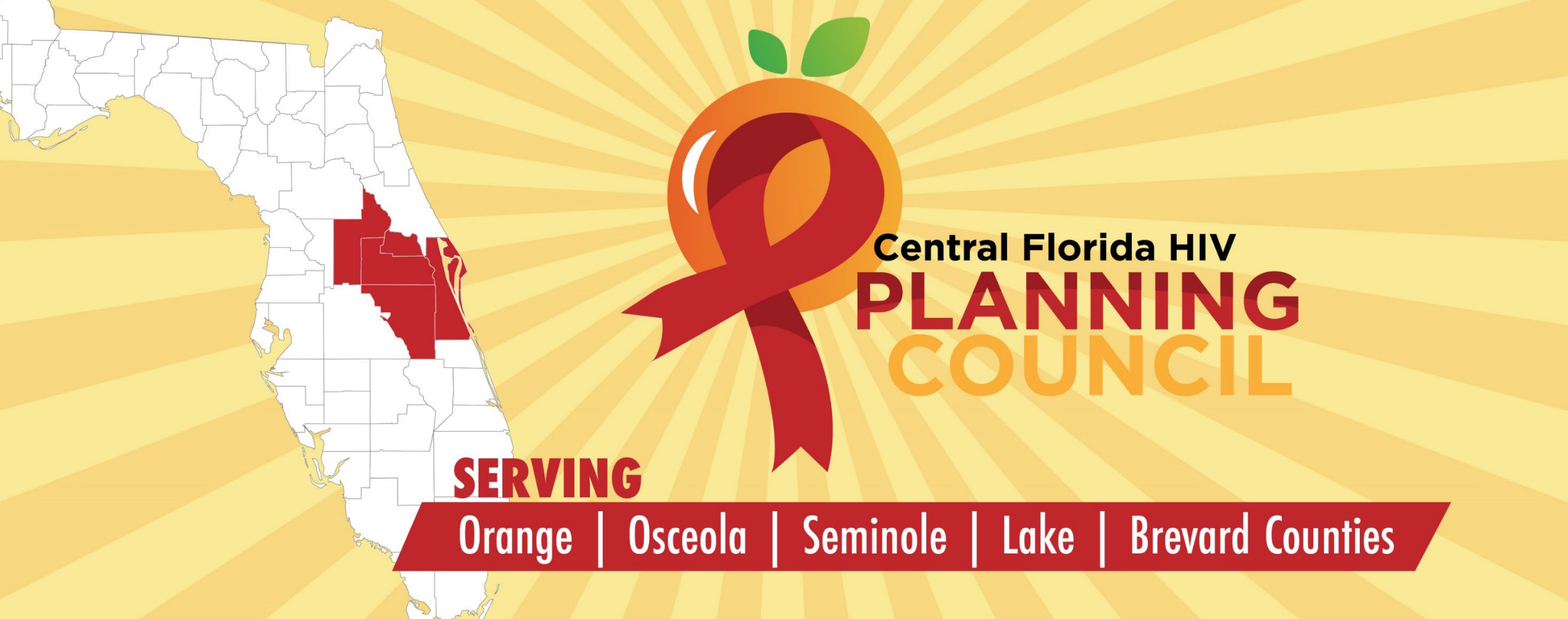




CFHPC Leadership Training- Combination of Slides

Central Florida HIV Planning Council





Agenda

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





Objectives

- 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.



Role of the Chairperson



Chairperson/Officer Expectations

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



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



Organization & Functionality

- 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



Coordination & Communication

- Liaise with the chief officer, as appropriate to keep an overview of the organization's affairs
- Co-ordinate with PCS to ensure responsibilities are completed and
- Facilitate change and address conflict within the group, liaising with the chief officer and PCS to achieve this



Chair Responsibilities/Allowable Activities

- Limiting responses to a certain number of minutes
- Keeping the meetings on track by controlling the communications process through Robert's Rules:
 - Recognizing members for questions when there is discussion
 - Ensuring questions are directed to the Chair
 - Ensuring that only one person is speaking at a time
 - Ensuring there are no side conversations
- Being comfortable with respectfully calling attention to members who are not following expectations
- Deciding when it's time to move to the next item of business
- Ensuring that the wording of motions is clear



Chair Responsibilities/Allowable Activities Cont.

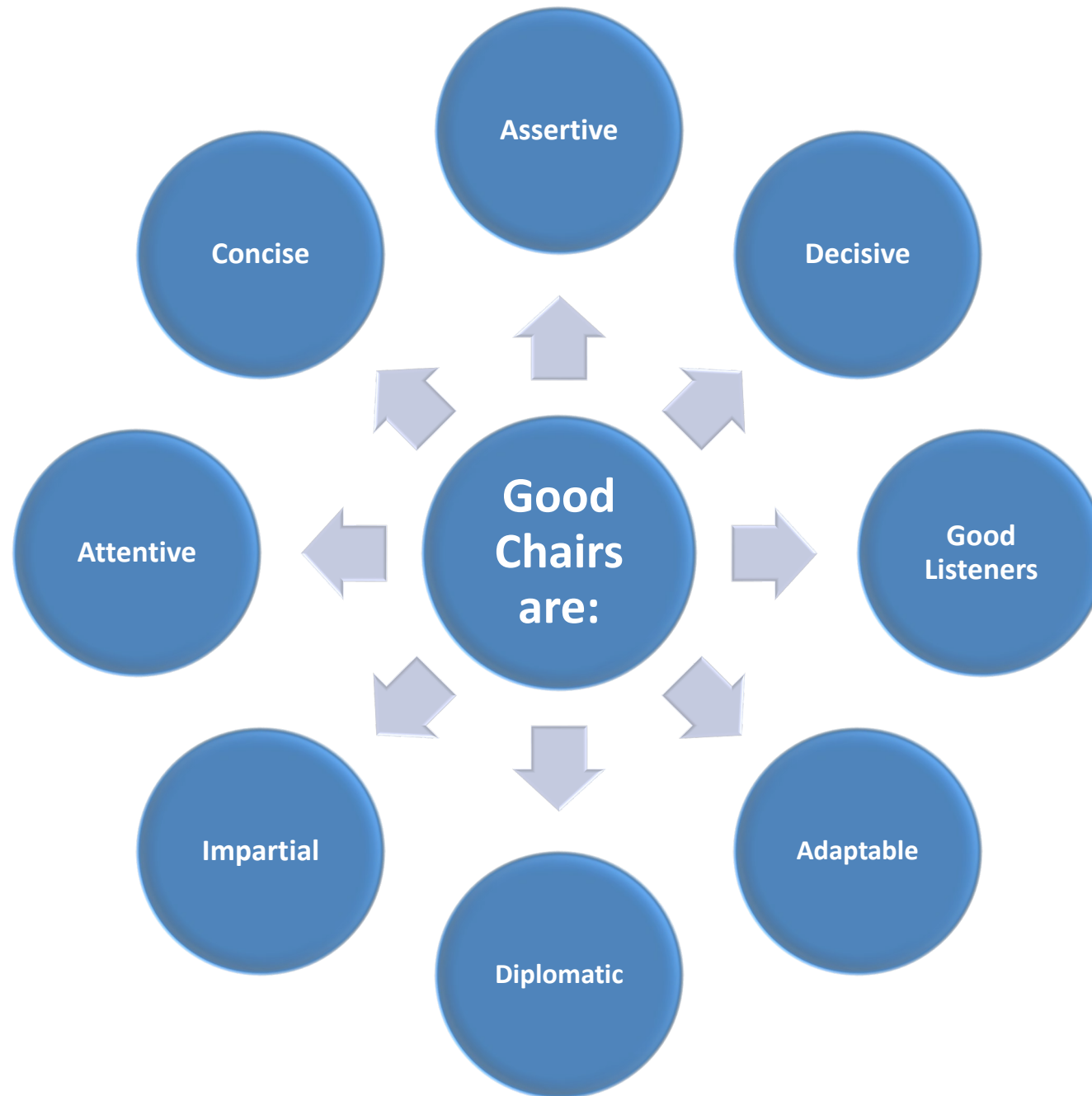
- Ensure full participation at meetings
 - Create an environment that encourages respectful, on-topic, and productive participation by all members
- Ensure all relevant matters are discussed
 - Ensure that all issues on the agenda are dealt with
- Remain impartial & objective
 - Keep the meeting on track
 - Listen to the discussion
 - Ask for motions but cannot make motions
 - Remember: chairs do not make decisions their own but guides the group in using data to make decisions



Additional Responsibilities

- Review agenda before meetings and make recommendations
- Read the bridge report at the Executive and Full Planning Council meetings- add additional details throughout
 - The Executive Committee is responsible for leading the PC and reviewing business before it goes to the full Planning Council
- Reach out to PCS if you have additional training needs or need clarification on something





Parliamentary Procedure Review



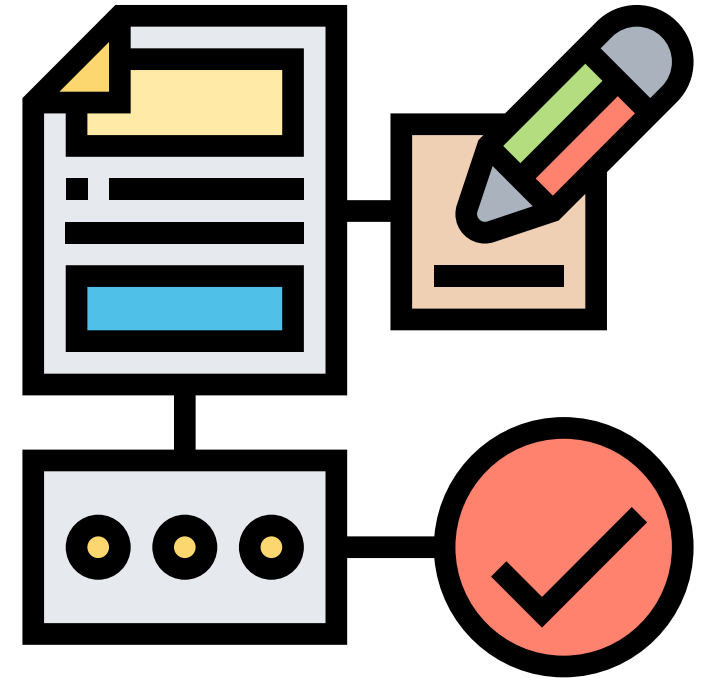
Defining Parliamentary Procedures/Robert's Rules

- Parliamentary procedures are a set of well-proven rules designed to move business along in a meeting while:
 - ✓ Maintaining order
 - ✓ Eliminating confusion
 - ✓ Providing structure to the communications process
- The purpose is to help groups accomplish their tasks through an orderly, democratic process



Why do we use Parliamentary Procedure?

- It allows for everyone to be heard; ensuring consistency, equity, and efficiency in meetings
- Helps to navigate complex and controversial topics by assigning a proven process
- It is flexible and can be adopted to meet the needs of the group or organization
- Required by Part A Manual
- **Parliamentary Procedure Means:**
 - ✓ Democratic rule
 - ✓ Flexibility
 - ✓ Protection of rights
 - ✓ A fair hearing for everyone



Types of Motions

- These kinds of motions (points) can be used at any time and do not require a second or a vote:
 - **Point of Information:** Request for information or clarification
 - **Point of Order:** Call attention to improper procedure, rules not being followed
 - **Point of Privilege:** Deals with the comfort in the meeting room (noise, inadequate ventilation, temperature)



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.

- **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.

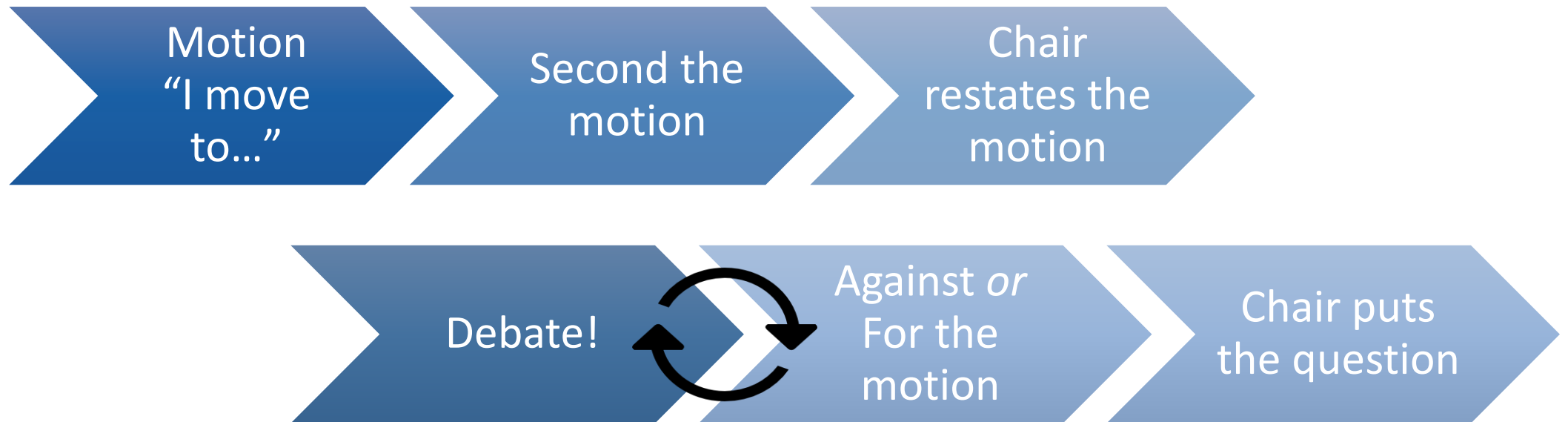


Motion Steps

- **Motion:** A member rises or raises a hand to signal the chairperson.
- **Second:** Another member seconds the motion.
- **Restate motion:** The chairperson restates the motion.
- **Debate:** The members debate the motion.
- **Vote:** The chairperson restates the motion, and then first asks for affirmative votes, and then negative votes.
- **Announce the vote:** The chairperson announces the result of the vote and any instructions.



How to Present a Motion



It's time to
VOTE!



What Items Need Motions?

- Agenda (with or without changes)
- Minutes (only if there are proposed changes)
- Changes to documents (service standards, policies & procedures, work plans, etc.)
- Reallocation of Part A funds
- Applicant summaries
- Tabled/postponed items on the agenda
- Meeting extensions



Motion Making Tips

- State who first and seconded the motion
 - “Motion made by _____. Seconded by _____.”
- Allow time for discussion before moving on to a vote.
- Make sure that those who oppose a motion have the opportunity to vote against it.
- State if the motion passed or not after the vote.



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Let's Practice



Strategies for Leading Meetings

Achieving Results Through Communication & Collaboration



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
 - Ask questions
- Exercise impartiality
 - Never take sides when facilitating a discussion
- Be prepared!
 - Try to review the meeting documents when you arrive and let PCS know if you need assistance



Encouraging Participation



Check comfort/understanding level



Allow all ideas to be heard



Make members feel good about their contributions (if they are not out of order)



Decisions should be voted on



Be supportive and give positive feedback



Facilitating Discussion

- Focus on the logistics of an idea or topic
- Ask appropriate questions. For example:
 - HOW can we accomplish this idea?
 - WHO will be responsible for an action item?
 - WHAT is the goal of the suggestion?
 - WHEN does this need to be completed?
- Any other questions we might ask?



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
- Ask if there are any more thoughts that anyone would like to share before moving on
- Assess when it is appropriate to end a discussion and move on to either a motion or the next item of business
 - PCS is always here to help with this!



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



Maintaining Balance

- Make sure everyone has the opportunity to speak, but don't linger too long on an issue when other business needs to be addressed
- Be adaptable, but don't stretch yourself too thin
- Be concise and assertive, but don't be rude or dismissive
- Be accommodating to individuals, but not at the expense of the group or getting business done



What to Use During Meetings

- Group agreement
 - “Make sure that everyone has the opportunity to speak and voice opinions respectfully.”
 - “Remember that everyone has different passions, experiences, barriers, and communication styles.”
- Additional strategies
 - Move Up, Move Back
 - One Mic/Active Listening



Strategies for Effective Communication



BE CLEAR AND
CONCISE



BE MINDFUL OF
NONVERBAL
COMMUNICATION
(E.G. BODY LANGUAGE
AND TONE)



ENGAGE IN
ACTIVE LISTENING



ASSESS THE
ROOM AND
CHECK FOR
UNDERSTANDING



Make comments that are adversarial or disrespectful in nature



Talk over others



Monopolize the conversation



Provide feedback that is solution-oriented, and be mindful of tone/word choice



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



Use turn-taking and allow everyone the chance to speak.



Process Specific Items

- Remember to always speak clearly and loudly (enough for the mics in the room to pick up sound) and encourage participants to do so.
 - We want to be mindful that the participants online may not hear the conversation in the room. It is also helpful for the minutes.
- Chairs 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.



Staying on Track

9:40 AM	Reports	Purpose Info Sharing
	Part A	
	• Monthly Expenditures	
	Part B & GR	
	• Monthly Expenditures • Quarter 2 Utilization & Expenditures	
	PCS	
	• Quarterly Expenditures	

3:00 PM	New Business	Purpose
	Applicant Summary	Discuss & Vote
	Membership Application P&P	Planning
	Plan for Quarterly Training	
	Marketing & Recruitment Plans - Social Media Sources	Discuss & Vote

Conflict Management



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“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.
- 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 to gather support for confrontation.
- Staring, possibly in an intimidating way, at the speaker or potential target of confrontation.



Reducing Conflict

- Depersonalization
 - Steer the conversation into focusing on the bigger picture and the Council's collective success, rather than individual goals.
- Questioning
 - Ask meaningful questions to get to the root of the conflict. It is always possible that someone is not expressing themselves properly.
- Table Discussions
 - Postpone a discussion for the next meeting if progress is not being made.



Scenarios



Scenario #1

- 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 #2

- There are some members whispering and having side conversations during the discussion of an agenda item. How do handle this situation?



Scenario #3

- 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 #4

- During a discussion, the chair calls for pros and cons on a specific issue. Two members begin going back and forth 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 #5

- While discussing a service standard, one of the members starts asking questions about the Clinical Quality Management report that was given earlier. As the chair, how do you intercede and get everyone back on track?



Final Thoughts



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
- Reach out to PCS if you need additional support, clarification, or materials



Robert's Rules Key Takeaways



- All members have equal rights, privileges, and obligations
- Full and free discussion of every motion (question) is a basic right
- Only one motion at a time can be considered
- Only one person may have the floor at a time
- All questions and comments should be directed to the chair
- Members have a right to know what the immediately pending motion is and to have it restated before a vote is taken
- The chair should always remain impartial
- Chairs are responsible for ensuring that the meeting stays on track.
- Any others?



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Questions? Discussion?

