

Challenging Meetings Tip Sheet

As a Facilitator it is important to ensure that there is a productive meeting. Working with individuals that have different ideas regarding what a family should do or be can be very challenging. When bringing a team together, it is one of our skill sets to develop ground rules. Youth and family members are encouraged to add in safety measures. When dealing with challenges in a meeting it is vital to redirect the team back to the ground rules. If there are no ground rules to deal with the situation, you may want to ask the team to take a short break to manage the situation. Similar to the Discovery process, you can add to the ground rules throughout the process, if agreed upon by the team. Having ground rules around taking a break if things get heated is a good way to avoid confrontation and to de-escalate a situation. Rely on your Support Partners to prepare the family and youth prior to the meeting.

Team decision-making

- Facilitate the discussion about how the team will make decisions.
- Be proactive. Do this at the first team meeting or shortly afterwards, when everyone is thinking logically.
- Decisions are made and need to be established in order for voices to be heard and respect to be maintained in team meetings.

What a Facilitator or HFW workforce member can do during a challenging and potentially intense meeting

- Support Partners are to ensure that the youth and family is being heard
- Utilize a warning, or two
- Have the team take a break in order for individuals to calm down
- Have the team reschedule the meeting

Challenging Issues that you may encounter

- Team members in a verbal argument
- Team member feels undervalued
- Team member has bias toward someone or something
- Blaming/Shaming
- Team member(s) with other agendas
- Ground rules are not being followed
- Family selects ideas that another team member disagrees with
- Team member feels that the team is not working on the TRUE need
- Team member(s) believe that this process does not work