

Living Healthy Retreat 2010

RESULTS OF SMALL GROUP WORK: KEY SKILLS

Important things to remember about key CDSMP/DSMP skills

Key Skill	Things to remember
<ul style="list-style-type: none"> • Following the Manual 	<ul style="list-style-type: none"> - Appreciate the manual and have a clear understanding of it. - Be familiar with the content. Preparedness is key! - Anyone (lay or professional) can successfully lead the workshops IF they follow the manual. - Practice reading so that it doesn't look like you are reading (i.e. making sure you look up at the participants). - Use a highlighter or sticky notes to personalize it and help you follow it, not change it. <ul style="list-style-type: none"> ○ Try highlighting key words. ○ Figure out a good way to keep your place when you look up and away from the manual. - There is a large print version if needed. - Following the manual helps make sure we are organized and on time. - Support your co-leader. If he/she seems to be struggling with following the manual, ask if you can help and remind him/her why it's so important. You HAVE to be willing to talk with your partner about your concerns. <ul style="list-style-type: none"> ○ Work as a team. - Follow along while your co-leader is presenting, so that you can catch anything that is missed.
<ul style="list-style-type: none"> • Brainstorming 	<ul style="list-style-type: none"> - These should just be ideas, NO DISCUSSION - Give participants time to respond. PATIENCE! - Allow silence, even if you think it's uncomfortable. - Repeat what participants say, but DON'T provide encouraging comments (e.g. "good idea!" "I like that one!") <ul style="list-style-type: none"> ○ Scribe should be silent unless he/she needs to ask permission to shorten/paraphrase an idea. - Always read the list back to participants after the brainstorm is over. (Some people may not be able to read/see the list.) - Helps participants open up and get to know one another,

	<p>building a supportive environment.</p> <ul style="list-style-type: none"> - If you need to paraphrase, or change wording, ask for permission from the person who provided the idea. - Can be very helpful to write a title at the top of the brainstorming list to remind people what they should be brainstorming. - Write every idea down! - Leader who is not writing needs to moderate the flow of the ideas and repeat them out loud in case the scribe did not hear an idea. - DON'T CALL ON PEOPLE!
<ul style="list-style-type: none"> • Problem Solving 	<ul style="list-style-type: none"> - Have the group, not the leaders, come up with the solutions. (Leaders should avoid giving personal advice.) - Always follow the Problem Solving Steps, and have the participant pick ONE solution to try. - Leaders should have a sample problem ready to use if none of the participants have one. - Remember to ask permission to problem solve for a participant. (Ask group: "Has anyone else ever experienced this?" Ask participant: "Do you mind if we do a problem solve?") - Give non-verbal cues to encourage people to participate. - Remember to watch the time, so you don't spend too much time on problem solving. - Read/know the book – <i>Living a Healthy Life with Chronic Conditions</i>. - Problems are opportunities!
<ul style="list-style-type: none"> • Modeling 	<ul style="list-style-type: none"> - Be brief, but clear. No rambling! - Practice! - Provides an opportunity to do some problem solving (model the problem solving process) - Make sure each leader models a different type of Action Plan. For example, they should not both pick an AP that deals with physical activity. - Remember to model to the level of the class. - Co-leaders should pre-plan modeling activities with one another. - Leaders should make their APs seem reasonable to the group. - Make sure you are following the Workshop Guidelines. - Remember: Leaders are ALWAYS modeling! - Sincerity/authenticity is important, but leaders should also be accurate.

<ul style="list-style-type: none"> • Action Planning 	<ul style="list-style-type: none"> - Leaders should plan ahead of time! - Keep it simple! - Important for participants to do something THEY want to do. - Important for participants to do something each week (unless they really don't want to, or feel uncomfortable). <ul style="list-style-type: none"> o Don't FORCE them to make an AP if they don't want to. - Leaders should make sure they have an AP that they actually want to accomplish and something that is realistic. - Follow the AP steps. - Remember to model effectively. - Encourage people to write them down. - Usually good for the leaders to pick an action plan that models what was covered during that day's session. - Leave adequate time for Action Planning. This should NOT be skipped! - Point to the Part of an Action Plan chart to emphasize. - Have paper and pencil available for participants to use to write down their APs.
<ul style="list-style-type: none"> • Turning Questions back to the group 	<ul style="list-style-type: none"> - This can be a good way to cut off a "talker" - You might have to look for opportunities to do this. - If people hear a suggestion or learn something from a peer, they may be more likely to try it. - Allows the group to lead. - Helps leaders remember that they don't have to have all the answers. (They aren't expected to!) - Don't be afraid of silence. - Remember, there are no wrong answers, people are just giving their opinions (i.e. what has/has not worked for them).

Questions or concerns about key CDSMP/DSMP skills

Key Skill	Questions / Concerns
<ul style="list-style-type: none"> • Following the Manual 	<ul style="list-style-type: none"> - How can we stress preparedness enough? - Sometimes the manual can be wordy or awkward. - "Reading" to participants can feel repetitive and like you aren't connecting with them. - The small print can be hard to follow. - Hard to follow the manual when your partner isn't following it. - Many Lay Leaders seem resistant to following a script.

	<ul style="list-style-type: none"> - Extensive ad-libbing. - What happens if a leader reads the wrong part?
<ul style="list-style-type: none"> • Brainstorming 	<ul style="list-style-type: none"> - How to work with hard, non-cooperative participants? - Dealing with dominant people. - Getting people started. - “Wordy” people or those who tell their whole life story. - Criticism from other participants. - Why isn’t there a chart that list the Brainstorming Guidelines? - There are some confusing brainstorming topics (e.g. Healthcare Provider vs. Healthcare System).
<ul style="list-style-type: none"> • Problem Solving 	<ul style="list-style-type: none"> - Difficult to incorporate into each session. - Identifying the problem, or getting to the root of it, can be hard - Lack of participation. - “Yes, but” participants who are unwilling to try ideas. - Allowing silence until someone comes up with a solution.
<ul style="list-style-type: none"> • Modeling 	<ul style="list-style-type: none"> - How much do you share of yourself without sharing too much, but also modeling effectively? - Get concerned about putting participants on the spot and having them shut down. - Sometimes it’s difficult to remember to model FIRST. - Can be difficult to model if you have not prepared ahead of time. - What happens when you don’t feel like your partner is modeling effectively?
<ul style="list-style-type: none"> • Action Planning 	<ul style="list-style-type: none"> - Getting people to make <u>achievable</u> action plans without judging them or speaking for them. - People who don’t want to participate. - Confidence levels can be challenging. - Can be time-consuming when people struggle with this or make their APs too detailed. - How do you get people to try something new and not do the same thing every week? - Why can’t we give out an AP worksheet? - Dealing with “Action Plan Envy” - Husband/wife dynamics.
<ul style="list-style-type: none"> • Turning Questions back to the group 	<ul style="list-style-type: none"> - Worried about losing control or getting too much information.