

Λ





After completing this module, participants will be able to

- · Define the role of meeting facilitator
- Identify common facilitation challenges and suggested strategies to address them
- Describe the PEARLS approach to conflict resolution



Facilitation and the Role of Facilitator

Facilitation: The process of designing and running a successful meeting.

- The role of a meeting facilitator is to:
 - Set the tone for the meeting
 - Moderate the conversation, creating an inclusive environment to ensure everyone has a chance to participate
 - Keep the agenda on track

StratisHealth

2

Setting the Tone

Agenda

- Purpose
- Priorities
- Time limits





Moderating Conversation

- · Creating an inclusive environment
- Ensuring participation (need everyone's voice in the room)
- · Building in time for small and large group work
- Keep discussion on track
- · Synthesizing and summarizing discussion
- · Action items and next steps

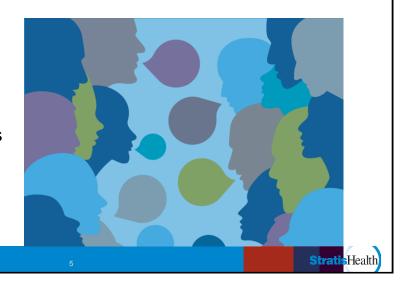
StratisHealth

4

Communication Challenges



- Distractions
- Physical proximity
- Personalities
- Varying communication styles
- Language barriers
- Conflict



Understanding Conflict Data Relationship **Conflicts** Conflicts Miscommunication Strong emotions Differing views on data relevance Stereotyping Repetitive negative Differing Interest Structural **Conflicts** Conflicts Perceived or actual Unequal authority Unequal control of conflict of interest Procedural interests Phycological Value **Conflicts** · Different ways of life, ideology, world view, etc. Different criteria for evaluating ideas

6

Common Approaches Conflict Resolution

Adapted form: Christopher Moore, The Mediation Process, Third Edition (San Francisco: Jossey-Bass), 2003



StratisHealth

- Compromise both parties settle for less
- · Avoidance issues are ignored or sidestepped
- Accommodation focus is on preserving relationships
- Dominance conflicts are managed through ultimatums or directives for change





PEARLS Model

A communication tool that helps diffuse difficult situations.

Partnership - Emphasize that you are working together to solve the issue(s).

Empathy – Aim to understand and assure them you recognize their concerns.

Appreciation/Apology – Let the other person know that you are sorry they are frustrated.

Respect – Listen to fully understand.

Legitimization – Summarize what they shared to demonstrate that you understand.

Support - Let them know you will support each other to come to an agreed upon solution.



2

PEARLS Scripting Example



- **P** I know we can figure this out together.
- **E** I can clearly hear you are concerned about this.
- A Your effort really shows here and I'm sorry this is frustrating.
- R Your expertise is always important to our work.
- L Who wouldn't be concerned about this?
- **S** I'd like to help (you) with this.



In Summary

- Facilitators are responsible for setting the tone for meetings, moderating conversation, creating an inclusive environment, and keeping the agenda on-track.
- All teams experience communication challenges, including those that stem from distractions, physical proximity, personalities, varying communication styles, language barriers, and conflict.
- PEARLS is a communication tool that helps resolve conflict by letting someone know you are their partner, showing empathy, appreciation, and respect, legitimizing their perspective and supporting them in finding a resolution.

10



10

Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety and serves as a trusted expert in facilitating improvement for people and communities.

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$740,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official view of, nor an endorsement, by HRSA, HHS or the U.S. Government. (June 2023)

