

Quality Improvement Basics

Meeting Facilitation

StratisHealth

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Objectives



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

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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

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Setting the Tone



Agenda

- Purpose
- Priorities
- Time limits



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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

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Communication Challenges

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



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Understanding Conflict



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

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Common Approaches Conflict Resolution



- 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

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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.

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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.

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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.

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