

CoP Skills: Facilitating Interactivity

This webinar will begin shortly after 12 PM.

Remember that there is no computer audio; to hear the presentation, please dial the toll free number:

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*6 to mute your phone; *7 to unmute.

COFFEE **PRESENTS**

The 2010 Webinar Series: **Facilitating Interactivity**



This webinar is being recorded and will be archived on the COFFEE website at www.coffee-ab.ca

Your Host



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Your Presenters

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Sharing Knowledge



“The biggest information repository in most organizations sits in the heads of the people who work there, and the largest communication network is the web of conversations that binds them. Together, people, tools, and conversations—these form the “system.”

-Coiera E. Interaction design theory. *Int J Med Informatics* 2003;69:205-22.

Sharing Knowledge



Two Types of Process Facilitation

Task Interventions (Webinar #2)

- Structure group activities
- Guide the agenda
- Clarify and rephrase issues
- Keep discussions on topic
- Reformulate questions or problems
- Summarize
- Test agreements among participants
- Identify decisions

Interactional Interventions (Webinar#3)

- Equalize participation of participants
- Identify communication problems
- Solicit feedback
- Manage conflict
- Provide and aid the group's emotional climate

CoP Facilitation

- Goals of CoP Facilitation
 - Not necessarily outcome/goal focused in the usual sense
 - The CoP facilitator functions to move conversations beyond info sharing and into generative dialogue

Generative Dialogue

This sort of conversation is about expanding paradigms and exploring ways of doing things better

Stories

Why storytelling in health care?

- We notice what we care about; stories help us connect emotionally

Some techniques

- Starting simply: Tell us about a time when...



Some techniques

- Story dialogue technique
- Anecdote circles

A word about environment...



- Discussion to dialogue ...
- The art of conversation
- The importance of questions



Discussion

Keeping the tone positive and productive

- Increases the WIIFME* score and creates the “honeypot” that attracts new membership



***WIIFME: What's In It For Me?**

Techniques

- Complaint Free World
 - Started in 2005 as a local challenge, and has now spread into a world wide movement.
- <http://www.acomplaintfreeworld.org/>

- The average person complains (15 to 30) times per day.
- Becoming Complaint Free is not about "shutting up and sucking up" what life brings. It is about developing (healthy) communication skills. It encourages you to speak (directly) and (only) to the person who can (affect) the change you seek.

Widget

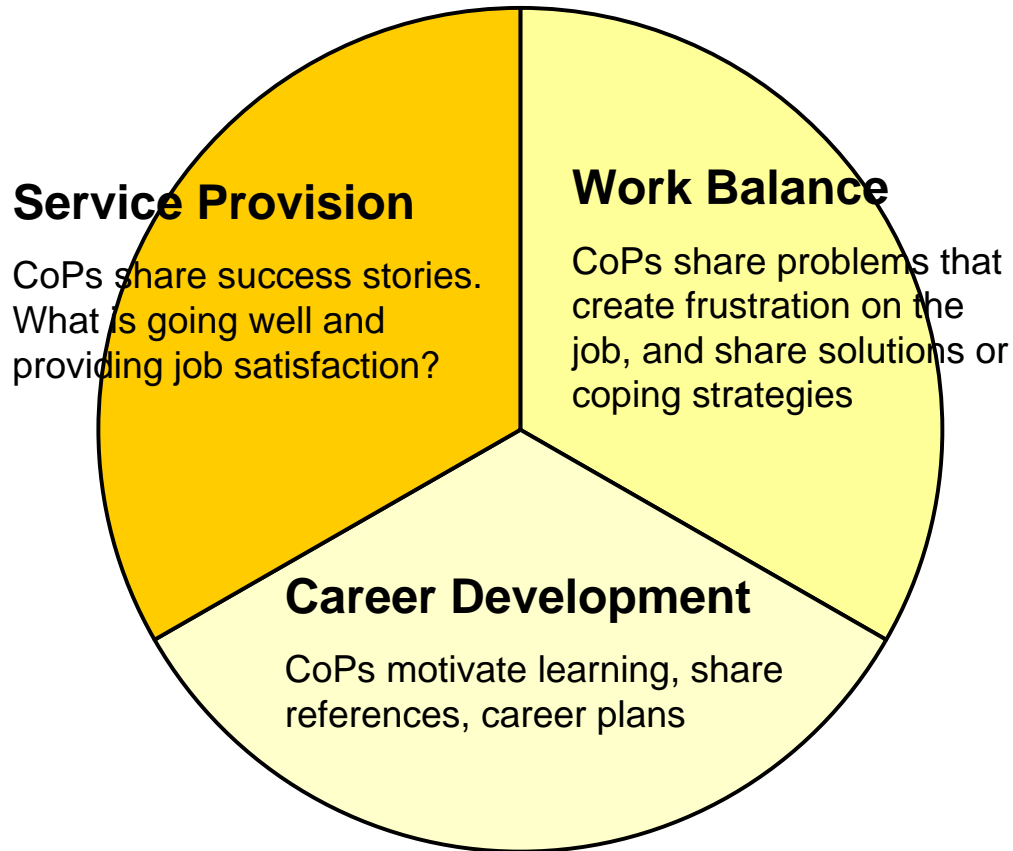


- You and your CoP can adopt the Complaint Free technique or some variation – example, Moan Free Mondays or Whine Free Meeting Space.

Other techniques

- Positive Deviance
- Appreciative Inquiry

How to encourage '*practice talk*'



Generative Dialogue

Informal Chat: we use stories
to reconstruct practice.

Changes practice patterns

DO Try this at home!

Your mission, if you choose to
accept it...

Discussion

When a community of people discovers that they share a concern, change begins. There is no power equal to a community discovering what it cares about.

Margaret Wheatley, *Turning to One Another*.

Next Webinar

- Troubleshooting Tuesday April 27 2010

