



Serving on Groups That Make Decisions: A Guide for Families

Presented by:

Kristi Wees, MsChem

*Mountain States Regional
Genetics Network.*



www.servingongroups.org

Section 8: Skills for Serving on Groups

What skills will help me...

- prepare for a meeting?
- participate in a meeting?
- follow-up after the meeting?
- deal with conflict?
- facilitate a meeting?



Prepare for a Meeting

Tips:

- Keep a calendar
- Read the agenda & additional items
- Review past meeting minutes
- Organize your thoughts
- Keep learning



Participate in a Meeting

- Attend all meetings
 - *If unable to attend:*
 - *Let leader know ahead of time*
 - *Make sure to get notes or meeting minutes*
- Take and keep notes
- Learn the lingo
- Try new roles
- Be a mentor
- Listen for understanding



Follow-Up after a Meeting

Tips:

- Refer to your notes
- Stay organized
- Use technology
- Review written guidance
- Reflect on what was learned
- Connect with mentor
- Touch base with family organization
- Review data
- Keep learning



Dealing with Conflict

Tips:

- Keep an open mind
- Use “I” statements
- Don’t take things personally
- Ask questions
- Stay focused on the topic
- Focus on solutions
- Take a break
- Remember the group’s purpose



Resolving Conflict

Tips:

- Pay attention to interests
- Listen first; talk second
- Good relationships are a priority
- Keep people and problems separate
- Set out the facts
- Explore options together



Facilitate a Meeting

Common strategies for good facilitation:

- Makes everyone feel comfortable, welcomed, and valued
- Encourages participation
- Prevents and manages conflict
- Listens and observes
- Clarifies group discussions
- Supports quality decisions
- Ensures outcome-based meetings
- Recognizes and appreciates contribution

Section 8 Resources

Creating Agreement Collection

<http://www.ideapartnership.org/component/content/article.html?id=1490>

Developing Facilitation Skills Toolkit

http://ctb.ku.edu/en/tablecontents/sub_section_main_1154.aspx

Ideas for preparing and leading meetings

<http://www.effectivemeetings.com/>

Meeting Guru – Solving Meeting Dilemmas

http://www.effectivemeetings.com/guru/solution_index.asp

Conflict Resolution: Resolving conflict rationally & effectively

http://www.mindtools.com/pages/article/newLDR_81.htm

Planning and Structuring Effective Meetings - Skills You Need

<http://www.skillsyouneed.com/ips/meetings.html>

Forming, Storming, Norming, Performing: Team Stages Model - YouTube Video

<https://www.youtube.com/watch?v=nFE8laolnQU>

Understanding the Stages of Team Formation

http://www.mindtools.com/pages/article/newLDR_86.htm

