

SCHWARTZ CENTER FACILITATOR TRAINING SESSION OCT 2016

TECHNIQUES FOR DEEPENING PANELISTS' PRESENTATION

1. Comment on their feelings: "I can see this really affected you... I can see the strong emotions you have about what happened. Can you talk about these for a moment?"
2. When narrative is not grounded, ask for more detail: "Was there a specific moment that was particularly powerful (that captured your experience with this patient/family)"
3. To deepen the presentation, when it is too clinical, too much talking about others: "What was this experience like for you?"
4. To focus the presentation: "What was the biggest challenge for you?"

TECHNIQUES FOR WORKING WITH SILENCE

1. Acknowledge – "There's a lot we're all feeling now. It's hard to put this into words"
2. Is it silence of being stuck or silence of reflection? (These require different responses)
3. Give permission – "Let's sit with this silence (with our thoughts and feelings) for a moment"
4. Take a poll – show of hands: "How many people have felt that way; had a similar experience?"

TECHNIQUES FOR DEALING WITH LONG-WINDED/DOMINATING/OFFPOINT PARTICIPANT

1. Interrupt with kindness –
 - a. "I'm going to interject, what you're saying is so valuable, so pertinent. Let's hear what others have to say about this."
 - b. "I have to stop you right there – what you're saying is resonating, let's hear what others are saying."
2. I appreciate/I wonder: "I really appreciate what you're saying. I wonder how you are feeling about what happened..."
3. Redirect: "Let's come back to our experiences"
4. Condense: "You've put a lot of thought into this. Could you summarize your main point so others can respond?"

TECHNIQUES TO ENCOURAGE/DEEPEN GROUP PARTICIPATION

1. Call them group participants, not audience (sounds too passive)
2. Make point that facilitation can come from anyone, anywhere in the room – it's not ping-pong with the facilitator, encourage all of you to comment on each other's comments
3. Plant planning committee members in room to model appropriate comments
4. Give permission for silence right after panel presentation – "I'll give you a minute to collect your thoughts... to think about what you might want to ask or share"
5. Reflect what you're seeing: "I see a lot of head nodding; tears; intense emotions on faces"
6. Don't always start with a question (too much pressure on group); can make empathic comment

7. Expand discussion: “We’ve heard a lot from nurses. What about physicians?” “Is there anyone in the back who’d like to share a comment?”
8. When there’s an interesting question to a panelist, try to generalize it to the entire group: “How would others answer that question?”

DIFFERENT IDEAS FOR SCHWARTZ ROUNDS

1. Emphasize a theme – panelists could present 3 different patients all of whom illustrate a particular theme
2. Attitude of gratitude – each panelist pays tribute to a colleague
3. Lighthearted - funniest moment you’ve had with patient; life stranger than fiction
4. Poetry slam – reading/spoken word about patient care

PREP SESSIONS

1. Tell panelists they need to tell THEIR story, not the patient or family’s story (panelists tend to talk ABOUT a situation, describe what happened rather than what it was like for them)
2. Choose a theme for each session, and mold panelists’ narratives around it
3. Encourage panelists to describe particular moment or moments
4. Have final panelists one that is strong and emotionally intense
5. Questions for panelists: “What can I do to help you tell your story at the Rounds?”

GENERAL FACILITATOR TIPS

1. Facilitator is a cross between air traffic controller, orchestra leader, and crossing guard
2. Facilitator should sit with panel
3. Encourage panelists/participants to “name the feeling”
4. Ask: “What was that like for you?”
5. Fine to talk about personal coping strategies – don’t tell other people what to do, instead have people share what they do for themselves
6. Co-facilitation a plus – different facilitators have different points of view; can assign roles – one facilitates discussion, other summarizes main points
- 7.
8. Always provide a summary of main points
9. Should debrief for 5-10 minutes immediately after to capture intensity of experience

GENERAL TIPS

1. Reduce status hierarchy –
 - a. “coat-rack” approach (leave white coats at the door)
 - b. Use first name rather than title introductions
2. Alter atmosphere – introduce music, flowers, poem
3. Should thank not only panelists, but group participants
4. Nice to send panelists a thank-you note; certificate

5. Now called Schwartz Rounds, not Schwartz Center Rounds