

# Challenges with Delivering Workshops Webinar



**Mary Ellen Beaurain**  
**Pima Council on Aging**

**Reva Litt**  
**AZ Living Well Institute**

**Virginia Rodriguez**  
**Yavapai County Community Health Services**

**October 5, 2010**  
**9:00-10:30AM**

# Call Etiquette



This webinar will be recorded and available on the Institute Website under Partner Login after the call.

Please remember proper conference call etiquette.

- Please place your phone on mute.
- Please do not place our call on hold ... otherwise we will all hear your lovely hold music.
- Please ask questions by the question function **ONLY** until the Q & A portion at the end of the call.

# Webinar Agenda



- Introduction
- Brainstorming Guidelines
- Class Preparation- Reva
- Workshop Delivery- Virginia
- Group Interaction –Mary Ellen
- Questions and Closing

# Challenges with Delivering Workshops

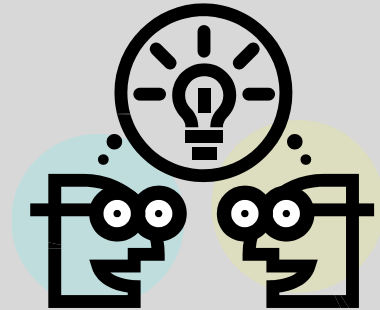


- We will explore some of the challenges we may encounter when delivering workshops in the community
- Fidelity Checklist
- Three categories: Class Prep, Workshop Delivery, and Group Interaction
- Interactive, using brainstorming to identify challenges and solutions
- After the brainstorms a presenter will give some real world examples of solutions to problems in that category.

# Brainstorming Guidelines



- Anyone who has an idea can share it
- No one will comment positively or negatively on any of the ideas during the brainstorm
- No one will ask questions or discuss any of the ideas until after the brainstorm
- When all the ideas are out, we will go over anything that needs clarification



# Class Preparation: Logistics, Materials & Meeting Rooms



- **Distributing & collecting Institute data collection forms**
- **Managing materials/Charts**
- **Providing an appropriate room that meets the needs of all participants**

# Class Preparation: Providing a room that meets needs of all participants



## **How do we insure that everyone can see, hear & participate?**

Chairs should be in a circle

Have good communication

Visit the room at the host agency before the class begins

Ask the class can everyone see and hear

Make charts legible and letters big enough

Make sure to repeat so people who can't see know what was written down

Make appropriate accommodations for individuals who have a hard time hearing and seeing

Make sure you speak loud enough and clear enough

# Class Preparation: Reva Litt



- Challenge: Managing data collection forms

## Solutions:

- Add o
- Ask participants to arrive a few minutes early for 1<sup>st</sup> workshop
- Provide time at break for completion of forms
- Mail out copies



# Class Preparation: Reva Litt



- **Challenge: Managing materials/charts**

**Solutions:**

- Check the materials list from each manual chapter
- Post the agenda
- Use magnets to mount charts
- Use dark colored markers
- Carry extra markers
- Prepare brainstorming pages before class
- Write brainstorming topic at top of page
- Place pages with related materials eg pain & fatigue together

# Class Preparation: Reva Litt



- **Challenge:** Providing an appropriate room that meets the needs of all participants

Solutions:

- Identify special needs participants prior to 1<sup>st</sup> meeting
- Check out site before committing
- Come early for ea session & check out room
- Move furniture as needed
- Place special needs participants close to you
- Assume that many participants have hearing & or vision problems
- Use mike if needed

# Workshop Delivery: Virginia



- **Following curriculum and process as scripted in manual**
- **Clearly explaining topics and activities**
- **Presentation Style**
- **Modeling activities**
- **Positive Reinforcement**

# Workshop Delivery: Virginia



## **How do you keep a brainstorm from going out of control?**

Remind them of the guidelines before the brainstorm

Establish eye contact with others besides the one that talks the most

Make sure that participants follow the guidelines

Have a hand gesture or tool that brings participants back, gets their attention

Repeat the topic of the brainstorm

Repeat guidelines

# Workshop Delivery: Virginia



- **Challenge: Out of Control Brainstorming**

Solutions:

- Clearly Identify activity as a brainstorm
- Restate brainstorming guidelines every session
- Repeat ideas after brainstorm is completed
- Ask for clarification (so participants have a chance to discuss)

- **Challenge: Appropriate modeling of activities**

Solutions:

- Keep sharing brief and concise
- Leaders plan action plans ahead of time
- Make sure that modeling follows CDSMP process. For example, confidence level 7 or above
- Leaders may debrief after sessions to discuss problem areas

# Workshop Delivery: Virginia



- **Challenge: Fear of missing something**

**Solutions:**

- Reading (beware of bland delivery)
- Choose to lead activities you are most comfortable with
- Mark up your manual
- Utilize your best resource

- **Challenge: Bland delivery**

**Solutions:**

- Paraphrasing
- Eye contact
- Know your comfort level
- Personal elements are fine but should be brief
- Break up long lecture portions between leaders. Example: Differences Between Chronic and Acute Conditions

# Group Interaction Between participants and Leaders



- **Encouraging/Nurturing Group Participation**
- **Dealing with different types of people and potentially difficult situations**
- **Adhering to timelines**
- **Working well as a partner with your co-leader**

# Group Interaction: Mary Ellen



**How do we handle difficult interactions in groups (e.g. too-talkative, argumentative, etc.)**

Remind them of a timeline

Discuss concerns at break

Remind of certain guidelines

Remind them to speak briefly

Repeating that reminder

Invite the challenging person to sit near the facilitator

Head off with non-verbal cues

Refer to appendix III



# Group Interaction: Mary Ellen



- **Challenge: Nurturing group participation, bonding & support**

## **Solutions:**

- Ensure that everyone's contributions are acknowledged by someone
- Genuinely listen – STOP (stop, take a breath, observe, proceed)
- Greet people, smile and have fun

- **Challenge: Helping Participant Go To Essence**

## **Solutions:**

- Be mindful of and refer to agenda/time
- Help extract the relevant point
- Praise the person for their contribution
- Restate the essence using the person's words

# Group Interaction: Mary Ellen



- **Challenge: The Uninhibited, Tangential Person**

**Solutions:**

- Keep my frustrations in check
- Talk with the person privately
- Refocus the discussion
- Use body language
- Paired up on exercises
- Discussed with co-facilitator

- **Challenge: The Irritable Participant**

**Solutions:**

- Have a private conversation – include personal support
- Review group guidelines
- Don't linger
- Whenever inviting an argument with another group member, stopped the behavior immediately through a combination of humor, body language and warmth



Questions?