

Addressing challenging group dynamics

Description: As the meeting facilitator, you may experience challenging group dynamics. This guide will address several common challenges. Given the sensitive content, it will be helpful to better understand the challenges and learn helpful strategies to resolve them.

<p>Confidentiality breacher</p> <p>A team member who shares case information with others outside of the review meeting and/or with nonmembers; especially details that have not been revealed by investigative agencies.</p>	<p>Tips</p> <ul style="list-style-type: none"> • Approach the person in private and reiterate the purpose of confidentiality. • Consider reading the confidentiality statement at the start of the meeting. • Create ground rules and display on PowerPoint slide or meeting agenda. Read at the start of each meeting. • Address specific breach, if known, and ask about the member's goal for sharing the information. If applicable, work together to achieve the same result without breaching confidentiality. • Ask your Children's Health Alliance of Wisconsin (the Alliance) technical support person for assistance. • If behavior continues, consider removal from team. <p>Conversation prompts</p> <p>"It is important to maintain trust among team members, and one way we do that is by maintaining confidentiality."</p> <p>"Maintaining confidentiality protects the families and professionals associated with the case."</p>
<p>Dominator</p> <p>A team member who constantly takes over the conversation. This can include talking at length, disregarding the order of sharing and/or interrupting while others are speaking.</p>	<p>Tips</p> <ul style="list-style-type: none"> • Consider ways to respectfully interject during the meeting. • Create and display member sharing order. • If possible, call on the person last. • Ask your Alliance technical support person for assistance.

	<p>Conversation prompts “We value your feedback, but in the interest of time we need move on.”</p> <p>“Thank you for your comments, but let’s see if others have anything to add.”</p>
<p>Inappropriate commenter A team member who uses derogatory terms to describe the deceased person or their family. Comments may reference socioeconomic status, sexual identity, religion, ethnicity, etc. This may also include inappropriate jokes.</p>	<p>Tips</p> <ul style="list-style-type: none"> • Interject immediately! • Reiterate the importance of showing respect to the deceased and their family. • Restate the meeting purpose. • Share the appropriate terms and/or updated language. • Create ground rules and display on PowerPoint slide or meeting agenda. Read at the start of each meeting. • Follow-up in private. • Ask your Alliance technical support person for assistance. <p>Conversation prompts “Let’s pause here to review the updated suicide language. Instead of ‘committed suicide’, it is now recommended we say, ‘died by suicide’ so we’ll begin using that language instead.”</p> <p>“I want to remind everyone that using inappropriate language or derogatory terms to describe the deceased and/or their family is inappropriate and may be disrespectful and hurtful to team members.”</p>
<p>Information withholder/never speak A team member who attends meetings but does not share information or contribute to the prevention discussion. This team member may not have specific case information, but great prevention ideas.</p>	<p>Tips</p> <ul style="list-style-type: none"> • Follow-up in private. • Understand why the team member does not share to specifically address the issue. <i>Consider if the team member does not have the information or is choosing not to share per their agency or leader.</i> • Offer alternatives to share information: <ul style="list-style-type: none"> ○ Complete the Case Report by Agency form. ○ Share privately with the coordinator or data user. • Restate the meeting purpose and the goal of targeting prevention by collecting comprehensive data.

- Explain how their specific role and expertise are essential to the team and prevention discussion.
 - Consider sharing one to two contributions that would be beneficial for them to share and why.
 - Ask your Alliance technical support person for assistance.
- Conversation prompts**
- “I have noticed that you do not share much, or at all, during the meeting, so I am reaching out to learn how I can engage you in the discussion?”
- “I have noticed that you do not share during the meeting and am following up to find out if anything is preventing you from sharing.”
- “Is there any support I can offer to ensure your input is included in the discussion?”

Interrupter
 A team member who constantly interrupts while others are speaking. This can include sharing irrelevant details, repeating information that has already been shared and/or asking questions before the person’s statement is complete.

- Tips**
- Consider ways to respectfully interject during the meeting.
 - Create and display member sharing order.
 - Create ground rules and display on PowerPoint slide or meeting agenda. Read at the start of each meeting.
 - Follow up individually if the behavior continues.
 - Ask your Alliance technical support person for assistance.
- Conversation prompts**
- “We are not quite through the sharing portion of the meeting. Please hold your thought and we will come back to you.”
- “Can you write yourself a note so you don’t forget your thought? Let’s hear from all the agencies involved, then move to other questions and comments.”
- “Let’s follow the order of sharing as some questions may be answered, then open the floor for comments and other thoughts.”

Intimidator

A team member who is openly accusatory or aggressive toward other team members. This can also include displaying defensive behavior when answering questions or addressing concerns. Other characteristics may include:

- Being passive aggressive
- Intensely gazing at others
- Speaking in a loud voice

Tips

- Set clear expectations before the meeting.
- Restate the meeting purpose.
- Interject immediately!
- Follow up with the individual after the meeting, explain your observation and allow them to share their experience.
- Create a plan for moving forward.
- Always show respect toward team members, even if you do not agree with their agency policies or practices. Respectfully understanding as appropriate.
- Ask your Alliance technical support person for assistance.
- If behavior continues, consider removal from team.

Conversation prompts

“There is some noticeable tension in the room, let’s take a short break and I’ll be available if anyone wants to connect.”

“This was an upsetting case, but let’s remember we are on the same team, perhaps a short break will help us to recompose.”

Never prepared

A team member who habitually attends meetings with minimal information about the case; especially if their agency was directly involved with the case. This person may pause frequently to recall case details.

Tips

- Confirm:
 - Member’s contact information.
 - Receipt of meeting materials.
 - Preferred/approved method of delivery.
 - Member understands what information is needed by their agency to discuss prevention. Consider sharing the [Case Report by Agency form](#).
- Encourage the team member to bring their case file to the meeting.
- Restate the importance of reviewing all meeting materials before the meeting starts.
- Offer to assist if applicable.
- Ask your Alliance technical support person for assistance.

Conversation prompts

“We are grateful to have you as part of the team and value the expertise you bring. Is there any support I can offer to help you prepare for meetings, i.e., using another

	method to send materials or sending on a different date?"
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Always consider which approach is best:

- Interject during the meeting.
- Follow-up immediately after the meeting.
- Email or call later.
- Consult with your Alliance technical support person.
- Is this person the right fit for the team?