

Positive Intentions: Effective Communication and Relationship Building Strategies for Planning Councils/Planning Bodies (PC/PBs)

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Wednesday, June 9th, 2021, 3PM-4:30PM ET



How to Ask a Question

- Attendees are in **listen-only** mode.
- If you have a question, **use the chat box** at the lower-left of your screen to chat with the presenter.
- You may also **email questions to planningCHATT@jsi.com** after the webinar.

Q&A

All questions (1) My questions

Lee 01:54 PM

Will there be a follow-up session?

👍 Comment

Type your question here...

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Agenda

- ❑ Welcome and Introductions
- ❑ Benefits of Effective Communication for PC/PBs
- ❑ Maintaining Decorum in Virtual and In-Person Meetings
- ❑ Conflict Resolution Strategies
- ❑ Balancing Your Role as an Advocate and a Community Planner
- ❑ Questions and Answers

Planning CHATT: A HRSA-supported Cooperative Agreement (U69HA39085)



Lennwood Green

Project Officer

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Webinar Presenters



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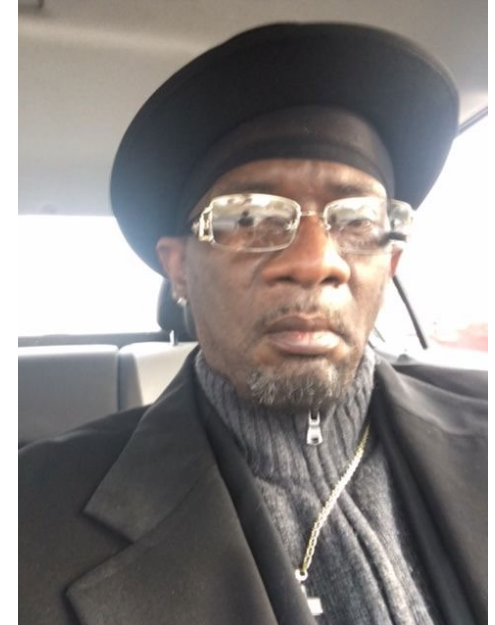
Webinar Presenters



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Webinar Presenters



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Objectives

By the end of this webinar you will be able to:

- Utilize strategies for maintaining decorum in PC/PB virtual and in-person meetings
- Employ conflict resolution strategies to resolve differing perspectives between PC/PB members, RHWAP Part A Recipients, and other stakeholders
- Understand the importance of balancing a member's role as an advocate and community planner

Opening Statement from Planning CHATT

- This webinar aims not to explore *where* and *how* you meet, but to explore how you communicate and build relationships with one another to effectively serve your communities.
- Your commitment to working through communication and relationship challenges makes a difference for people at risk for or living with HIV in your communities. Thank you for showing up to do the work.

Benefits of Effective Communication for PC/PBs



Benefits of Effective Communication for PC/PBs

- Effective communication and relationship building can lead to:
 - Stronger and shorter PC/PB meetings
 - Fewer *ad hoc* meetings
 - More cohesion and harmony among members
 - More respect as an advocate and community planner
 - Better health outcomes for the people served

Maintaining Decorum in Virtual and In-Person Meetings



What Is Decorum?

- ❑ *Decorum* and *quorum* may sound similar, but they are not the same.
- ❑ **Decorum** is behavior that is controlled, calm, and polite.
- ❑ **Quorum** refers to having set standards for the number of PC/PB members needed to be present for a vote.

Virtual Meetings



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- ❑ Develop a comprehensive agenda that includes time for Q&A
 - Consider high-stakes topics in advance
- ❑ Have a general awareness of PC/PB members', stakeholders', and others' attitudes, beliefs, and behaviors
- ❑ Important to distinguish between assertive versus aggressive
- ❑ Utilize virtual platform tools
 - Raise your hand
 - Use chat box
 - Private messaging

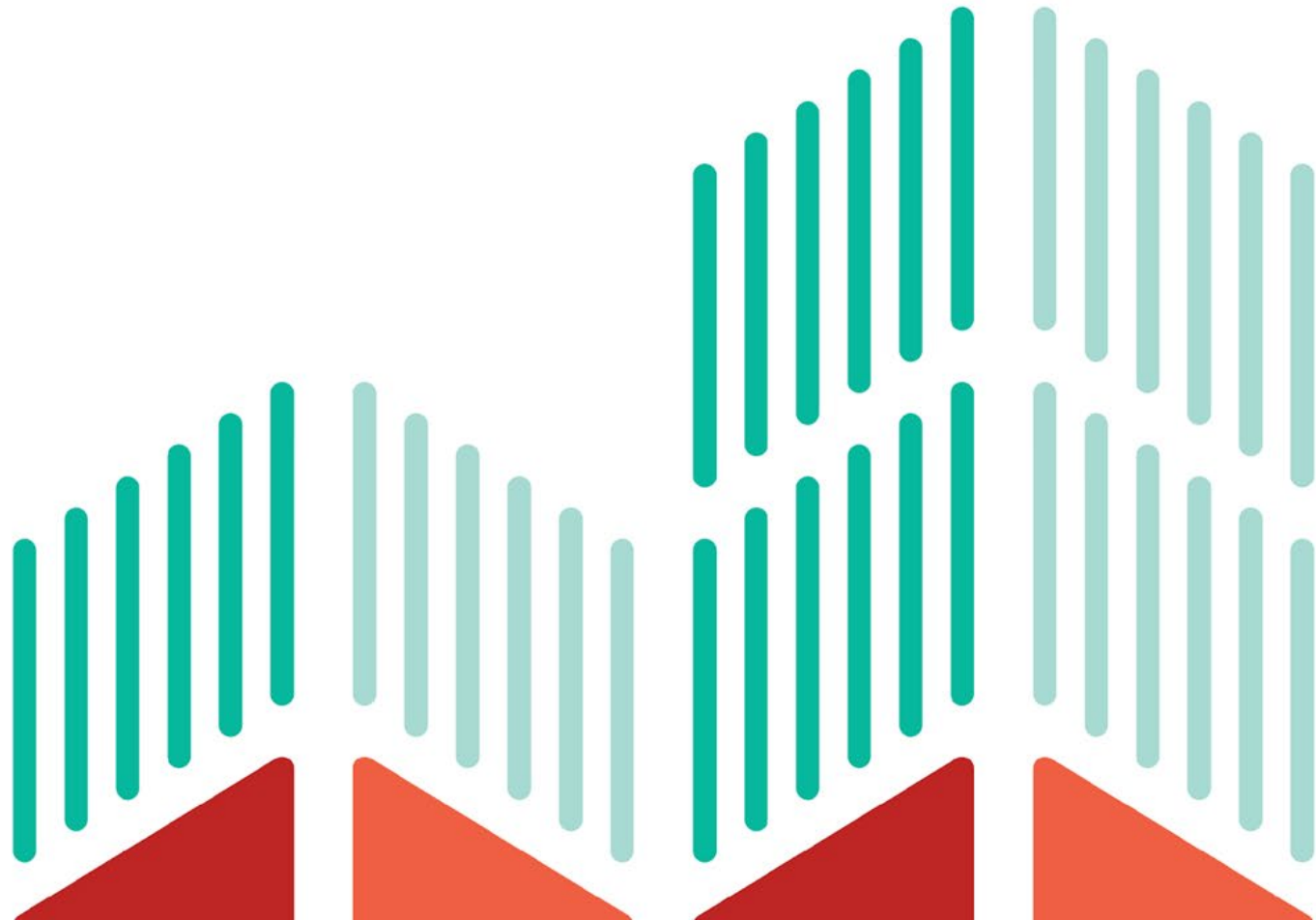
Minneapolis/St. Paul

- ❑ Use a script to lead meetings to ensure everyone stays on task
- ❑ Have a dedicated parliamentarian to serve as a mediator between PC members (virtual and in-person)
- ❑ Use a buddy system to help new members orient to the PC/PB and serve as a sounding board for each other about disagreements

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- ❑ Disseminate an “action item” that includes background information and rationale for issues that the council will vote on
- ❑ Use a “parking lot list” for topics that may not have been addressed but will be at a later date

10 Rules of Netiquette in Virtual Meetings



What is Netiquette?

- ❑ **Netiquette** is the short form of “network etiquette” or “Internet etiquette”.
- ❑ Netiquette represents the importance of proper manners and behavior online.
- ❑ In general, netiquette is the set of professional and social etiquettes practiced and advocated in electronic communication over any computer network.

10 Rules of Netiquette

☐ Rule 1: Remember the human

- Facial expressions, gestures, and tone of voice are important to remember

☐ Rule 2: Adhere to the same standards of behavior online that you follow in real life

- Be ethical--the behaviors you exhibit in cyberspace may come back to haunt you

☐ Rule 3: Know where you are in cyberspace

- What's perfectly acceptable in one area may not be acceptable in others
- Lurk before you leap - observe new areas of cyberspace before you participate

10 Rules of Netiquette

☐ Rule 4: Respect other people's time and bandwidth

- PC/PB members have both personal and professional lives
- Don't expect instant responses to your questions; request feedback or a follow up by a certain date if you need something urgently

☐ Rule 5: Make yourself look good online

- Fact-check before sharing important information
- Be pleasant and polite when using the chat box and other features
- Refrain from using offensive language

☐ Rule 6: Share expert knowledge

- Don't be afraid to share what you know; you may help others
- Ask for a learning moment, if needed

10 Rules of Netiquette

☐ Rule 7: Welcome discourse

- Express disagreement with what someone says, but don't call them names or threaten them with personal violence

☐ Rule 8: Respect other people's privacy/confidentiality

- PC/PB members and other stakeholders may share personal information about themselves (e.g. HIV status, traumatic event)

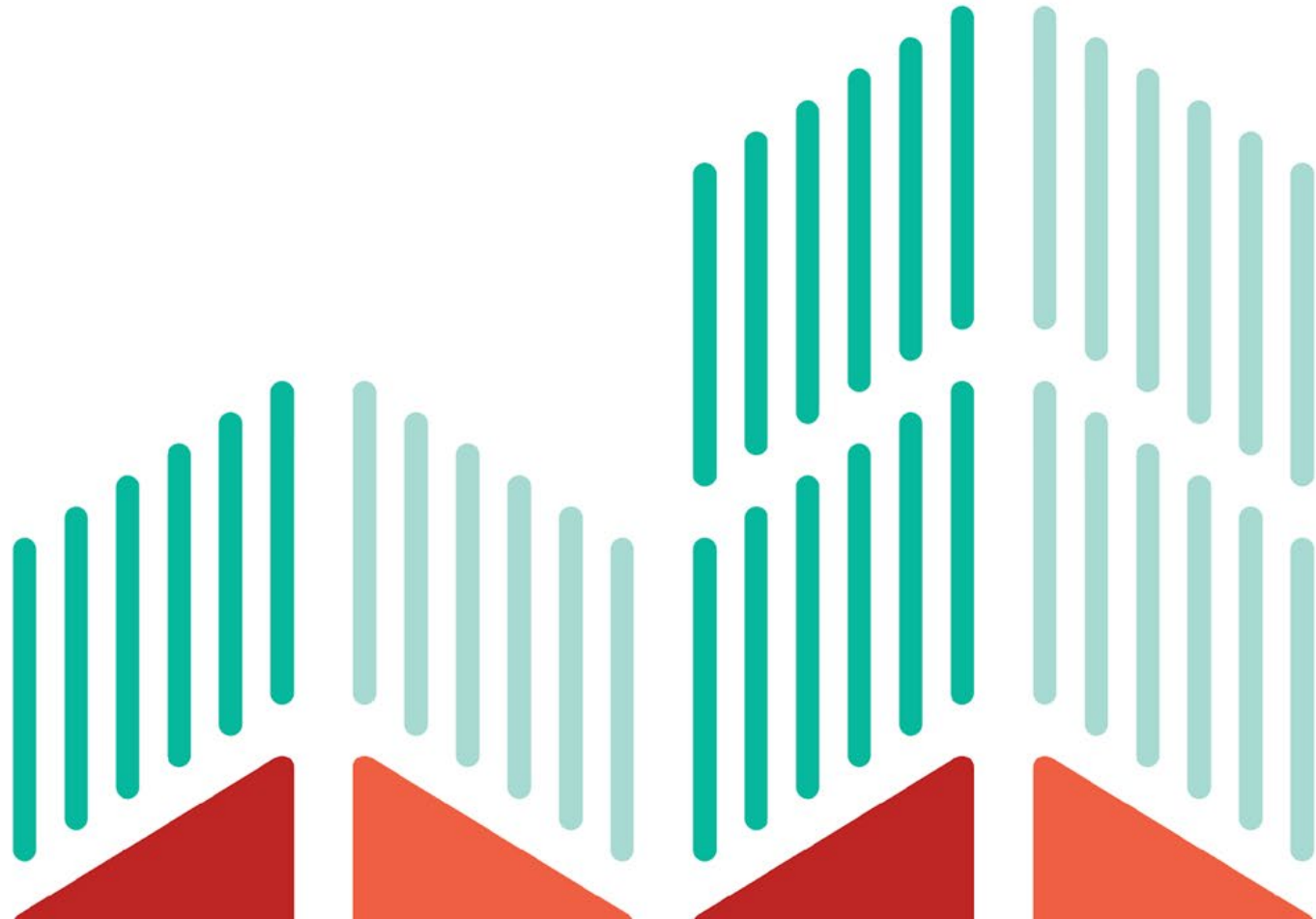
☐ Rule 9: Don't abuse your power as an administrator or host

- Knowing more than others or having more power than they do does not give you the right to take advantage of them

☐ Rule 10: Be forgiving of other people's mistakes

- Offer grace
- Intent vs. impact

In-Person Meetings



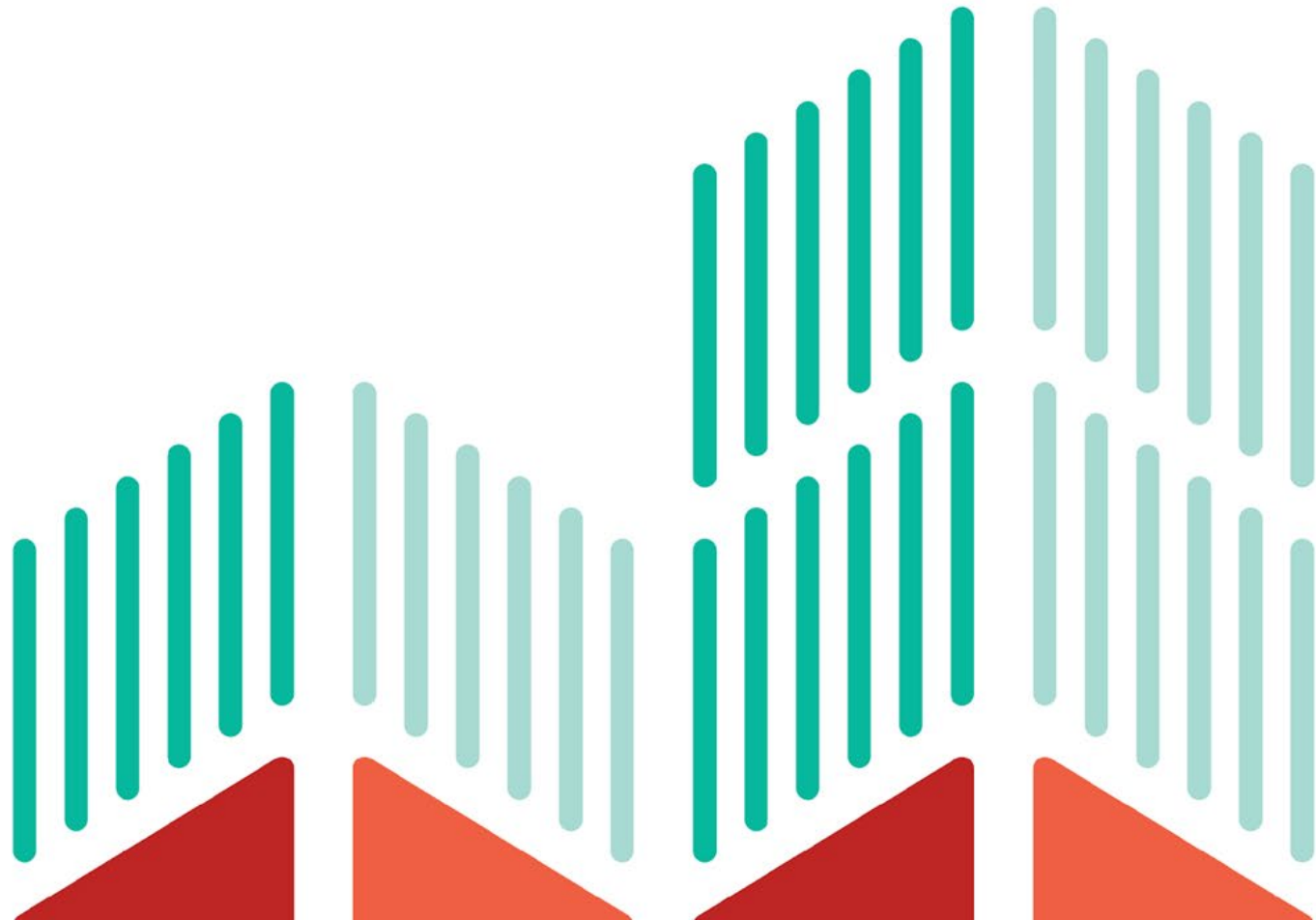
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- Use icebreakers
- Design the meeting space so that everyone is visible
 - Helps to easily recognize individuals who have their hand up or may need a learning moment
- Structure meeting so that council members lead and guests can provide input
- 3 question post-meeting survey
 - Did you feel heard or engaged during today's meeting?
 - Did you feel your participation was valued?
 - Do you want to be contacted by the council coordinator regarding today's meeting?

Nashville

- ❑ Use *Robert's Rules of Order for Dummies* to govern meetings
- ❑ Give space to cool off/walk out, if need be
- ❑ Cue cards alerting speakers that their time to speak is winding down

What advice would you give to PC/PBs struggling to maintain decorum in their meetings?



Conflict Resolution Strategies



Conflict Resolution Strategies for PC/PBs

- ❑ Ground rules/Community promises: Reintroduce them every time for every meeting
- ❑ Intent vs. impact: Make amends (e.g. virtual handshake, private conversations, an apology) when you have hurt someone regardless of intent
- ❑ Mindfulness: Consider doing an internal, daily “weather report” on your how you feel before you begin your PC/PB meetings

Conflict Resolution Strategies for PC/PBs

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- ❑ Private discussions with parties who may disagree
 - Encourage note-taking during difficult discussions
 - Share impressions of both parties with each other
 - Reinforce the goal of the discussion - What are we trying to achieve?

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- ❑ Prioritize training to manage future disagreements
 - Communication and intercultural training
- ❑ Referencing PC/PB code of conduct
- ❑ Leverage multiple identities
 - Intersectionality may impact how we interact with one another

Balancing Your Role as an Advocate and as a Community Planner



Balancing Your Role as an Advocate and Community Planner

□ Members often join as advocates:

- Bring passion
- Provide a voice for their communities or for PLWH subpopulations their organization serves
- Learn to advocate on behalf of other subpopulations that may not be directly represented in PC/PB deliberations

□ Members must learn when/how to be Planners:

- Consider the entire community – all PLWH
- Seek Win-Win versus Win-Lose
- Listen and ask questions
- Come prepared – review data and reports
- Make decisions based on data (required by legislation)– not “impassioned pleas”
- Understand boundaries

Balancing Your Role as an Advocate and Community Planner

□ Balance not only your roles, but your power too

- Dominant persons can sometimes create an uncomfortable environment, it is important to use strategies to provide balance and opportunity for everyone to engage
- Address apathy and passivity in the virtual environment and the in-person environment
- Find resources on power imbalances in nonprofit organizations
 - Resources should:
 - Be educational
 - Be solution-focused
 - Include strategies for different types of power imbalances (e.g. education, provider-patient, consumer tenure)

□ Honor the voices and experiences of all PC/PB members

Balancing Your Role as an Advocate and Community Planner

Nashville

- ❑ Understand that the PC/PB intended to serve all communities
- ❑ Recruit individuals to come to PC/PB meetings who do not normally attend

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- ❑ Create space for community-specific issues
 - Disparities and Elimination committee
 - Community Voices committee
- ❑ Interview PC/PB members as part of onboarding process to learn their values

Resource: Working Together----Effective Planning Council/Body (PC/B) Meetings

RWHAP Part A PC/PB Training Guide | Module 9: Working Together—Effective Committee and PC/PB Meetings

Module 9: Working Together—Effective Committee and PC/PB Meetings

GETTING READY: NOTES FOR TRAINERS

MODULE SCOPE

Purpose

This module provides an overview of how structure and operations can help a PC/PB meet federal requirements and local needs, support all members, and prepare and assist PC/PB and committee officers. It describes how appropriate and consistently followed Bylaws and policies and procedures influence PC/PB success, and addresses the importance of committee structure and PC/PB Support staffing. In addition, it covers the implications of diverse membership, engaged leadership, and inclusive practices, and how attention to group process can help the PC/PB operate as an efficient and engaged "high-performing team."

Content Overview

Planning Council/Planning Body Operations

- Importance of Operations
- Working Effectively in Committees
- Successful PC/PB Meetings

Group Process Tools

- Parliamentary Procedure: *Robert's Rules of Order*
- Alternatives to *Robert's Rules of Order*
- The PC/PB as a High-Performing Team: The Tuckman Model
- Analyzing and Understanding a Group: BART Analysis

Preparing and Supporting PC/PB Officers

- PC/PB Leadership Roles
- Skills for Officers
- Officer Training and Support

Inclusive Planning

- Benefits of a Diverse PC/PB
- Strategies for Inclusive HIV Community Planning

[Training Guide for RWHAP Part A Planning Councils/Planning Bodies: A Member's First Planning Cycle](#)

Resource: Robert's Rules of Order

Robert's Rules of Order – Simplified

<https://blogs.cornell.edu/deanoffaculty/files/2016/01/RobertsRulesSimplified-1ybt2mk.pdf>

Guiding Principle:

Everyone has the right to participate in discussion if they wish, before anyone may speak a second time.

Everyone has the right to know what is going on at all times.

Only urgent matters may interrupt a speaker.

Only one thing (motion) can be discussed at a time.

A **motion** is the topic under discussion (e.g., "I move that we add a coffee break to this meeting"). After being recognized by the president of the board, any member can introduce a motion when no other motion is on the table. A motion requires a second to be considered. Each motion must be disposed of (passed, defeated, tabled, referred to committee, or postponed indefinitely).

How to do things:

You want to bring up a new idea before the group.

After recognition by the president of the board, present your motion. A second is required for the motion to go to the floor for discussion, or consideration.

You want to change some of the wording in a motion under discussion.

After recognition by the president of the board, move to amend by

- adding words,
- striking words or
- striking and inserting words.

You like the idea of a motion being discussed, but you need to reword it beyond simple word changes.

Move to substitute your motion for the original motion. If it is seconded, discussion will continue on both motions and eventually the body will vote on which motion they prefer.

You want more study and/or investigation given to the idea being discussed.

Move to refer to a committee. Try to be specific as to the charge to the committee.

You want more time personally to study the proposal being discussed.

Move to postpone to a definite time or date.

You are tired of the current discussion.

Move to limit debate to a set period of time or to a set number of speakers. Requires a 2/3rd vote.

You have heard enough discussion.

Move to close the debate. Requires a 2/3rd vote. Or move to previous question. This cuts off discussion and brings the assembly to a vote on the pending question only. Requires a 2/3rd vote.

Questions and Answers



Learn about the RWHAP Planning Cycle

When: June 29, 2021 at 2:00 PM ET

Who: Planning Council/Planning Body Members and stakeholders

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Planning Community HIV/AIDS Technical Assistance and Training



The Community HIV/AIDS Technical Assistance and Training for Planning project (Planning CHATT) builds the capacity of Ryan White HIV/AIDS Program Part A planning councils and planning bodies (PC/PB) across the U.S. to fulfill their legislative responsibilities, strengthen consumer engagement, and

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