

# TIPS YOU CAN USE: Effective meetings



More than just a meeting: creating a safe, effective forum and environment for building trust, relationships, and collaboration



## BEFORE THE MEETING

### Timing and method

- Respect schedules: meet outside of clinic hours.
- Ramp frequency up /down as needed.
- Face to face is best: Zoom is popular for flexibility of schedules.

### Planning for discussion

- Co-create agendas with each group's burning issues + shared priorities.
- Include topics worth everyone's time: bold, relevant, burning issues + wellness.
- Invite guests as needed: e.g. operations, engagement partners, quality leaders.
- Discuss rules for facilitating a respectful, psychologically safe environment.

### Facilitation

- Have consistent leaders commit to attend meetings regularly, and listen.
- Try to include physician facilitators who still do clinical work.



## DURING THE MEETING

### Setting the tone

- Acknowledge and check in around wellness.
- Allow people to express vulnerability and anxiety.
- Be inclusive: encourage people who wouldn't normally speak up.
- Be open to courageous and frank discussions.
- Elevate the positive: gratitude, hope; what people *can* do.
- Be mindful of silos: ensure one group doesn't dominate.

### Effective engagement

- Fill information voids with facts and details.
- Have an open round table to solicit ideas and concerns.
- Don't have the host do all the talking. Let physicians discuss problems together.
- Be transparent about health authority limitations.
- Be mindful about setting expectations.

### Sharing up down and across

- Share news from the ground & regional/provincial tables.



## AFTER THE MEETING

### Follow through

- Flag what can be escalated and supported.
- Follow up and always get back to people using formal and personal feedback loops.
- Have leaders available after the meeting for continuity of strategies.

### Continued sharing

- Have participants commit to sharing information back to their local groups.
- Connect groups together for further cross-pollination.

