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Using Deliberative Methods to Engage the Public: Facilitating a Deliberative Session
Agency for Healthcare Research and Quality Community Forum

June 13

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Purpose and Objectives

- Purpose:
 - Provide practical guidance on facilitating deliberative sessions
 - Explore how these facilitation skills can be used in your work
- At the end of the session you should be able to:
 - Identify facilitation skills unique to deliberation
 - Develop exercises for guiding group discussion
 - Understand how to use facilitation tools to prepare for your groups

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Presenter Introductions

- Dierdre Gilmore, MA, Senior Researcher, American Institutes for Research (AIR)
- Marge Ginsburg, MPH, Director, Center for Healthcare Decisions
- Ela Pathak-Sen, Director, Commotion

Image: A photograph of each speaker

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Community Forum Description

- Agency for Healthcare Research and Quality's initiative called Community Forum
- Led by the American Institutes for Research (AIR) with key partners
- Major part of this project is to:
 - Advance the use of deliberative methods for obtaining input from members of the public on a health research topic

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Agenda

- Welcome
- What is a deliberative process and what is a deliberative question?
- Facilitation techniques
- Managing the discussion
- Group exercises
- Managing participant behavior
- Facilitation tools
- Facilitator training
- Q&A

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What is a deliberative process?

- Asks the public to be a problem-solver
 - Problem is policy-oriented, complex, multi-faceted
 - Requires accurate, unbiased facts
 - Has multiple solutions, each with trade-offs
 - Requires interactive discussion/debate

- Decisions grounded in personal/societal values

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The overuse of antibiotics: focus group

- Question: How can doctors better communicate with patients about the risk?
- What researchers will learn:
 - Views about personal right to decide
 - What doctors need to say to patients
 - What information might be useful to convey to the public about the risk of overusing antibiotics

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The overuse of antibiotics: deliberative session

- Question: should there be more specific limits on how doctors use antibiotics?
- What researchers will learn:
 - Concerns about loss of patient/doctor authority
 - How people balance the tension between personal choice and societal protection
 - If there are acceptable strategies for maintaining clinical autonomy while reducing harm to others

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Be consistent with features of the session

- Facilitator takes into account...
 - Complexity of the topic
 - The time allocated for the process
 - The number of participants
 - Maintain principles of facilitation
 - Neutrality
 - Active talking by participants
 - Dialogue among participants

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Continuum of engagement

Image: This is a steps model, which encompasses an arrow pointing diagonally northeast, with the word "power" inscribed in it. Starting from the lowest step to fifth highest step, are the words: Passive Participation, Consultation Participation, Functional, Interactive Participation, Self-mobilization." Surrounding the steps are the questions:

- "What's the question?"
- "How much time have you got?"
- "Who is participating?"
- "What happens with the outcomes?"

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Some facilitator tips to using this model

- Key behaviors at each level include:
 - Passive participation : Information giving so that participants understand processes

- Consultation participation: obtain and consider opinions, tell participants how their views will be heard
- Functional participation: the participants work to help the sponsor achieve project goals and consultation occurs after major decisions have been made
- Interactive participation: Participation is seen as a 'right.' Participants feel they have a stake in the issues, they provide multiple perspectives, they are in learning mode
- Self-mobilization participation: Participants control the process, they decide the agenda and resources

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization

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Implementing the continuum

- Build trust
 - Icebreakers & energizers
 - Ground rules
- Give information

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization. The first step is highlighted.

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Implementing the continuum

- Organize the flow of discussion
 - Active listening
 - Stacking
 - Signposting

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization. The second step is highlighted.

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Implementing the continuum

- Broaden participation
 - EMU (encourage, moderate, use the clock)
 - Use the 'Hats' exercise

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Implementing the continuum

- Help folks make their point
 - Active listening, draw folks out
 - Give permission to disagree

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization. The third step is highlighted.

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Implementing the continuum

- Manage divergent perspectives
 - Sequence
 - Mind map

- Re-focus

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization. The fourth step is highlighted.

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Self-mobilization

- Move to self management
 - Open Space

Image: The steps model with 5 steps: Passive Participation, Consultation, Functional Participation, Interactive Participation, Self-mobilization. The fifth step is highlighted.

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Why, why, why, why –BUT WHY?

Image: Photograph of red onions

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5 Whys

- Borrowed from LEAN Six Sigma theory as a way of problem solving – getting to the root cause
- Prepare participants for this – it can come across as rude
- Onion theory – but gets to values and core judgments
- Let's try it.....

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Trying out the 5 Whys

- We need 3 participants plus the facilitator
- The facilitator and one other participant agrees to be the 'questioner'
- The two participants who are in the role of 'responder' may choose one statement each from the list below
- The first round is between the Facilitator and one of the participants
- The second round is between the remaining two participants
- Each round lasts 3 minutes max!

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Choose one of the following statements or use one of your own

- Our school system has failed young people.
- With rights come responsibilities.
- There is no such thing as a free lunch!
- Charity begins at home.

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Managing participant behavior

- Establish ground rules
- Think about how to respond to....
 - Those that dominate
 - Lengthy and off-topic monologues
 - Snarky comments to others
 - Don't forget: you are in charge

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Facilitation tools: Facilitator Guide

- Structured Facilitator Guide
 - Activity, objective, time, lead, example script

Image: There is a screenshot of the Community Forum Facilitator's Guide.

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Facilitation tools: Facilitator Guide

- Structured Facilitator Guide
 - Helps facilitators anticipate how the session will look and feel
 - Serves as a training manual
 - Remains flexible

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Facilitation tools: Ice breakers

- Ice breakers
 - Stage 1: Getting to know you
 - Stage 2: Understanding the process
 - Stage 3: Creating a community

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Facilitation tools: Ice breakers

- Ice breakers
 - Stage 1: Getting to know you

Image: There is a 4 panle comic strip divided into two.

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Facilitation tools: Ice breakers

- Ice breakers
 - Stage 2: Understanding the process

Image: There is a photograph of a deliberation session.

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Facilitation tools: Ice breakers

- Ice breakers
 - Stage 3: Creating a community

Image: There is clipart of a group of singers.

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Training: Practicing your skills

- Become familiar with the material
- Conduct an informal group
- Hold a mock session
- Get feedback
- Visualize the room
- Continue practicing!

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Thank you!