Conducting Efficient and Effective Team Meetings: Our Journey
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Presenters:

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Objectives:

1. Participants will identify strategies to increase team meeting efficiency and effectiveness within a PSP team meeting

2. Participants will understand how the use of video tape is an effective way to provide feedback and professional development can benefit their team

3. Participants will identify strategies to increase leadership among team members

4. Participants will know how to evaluate the culture of a team/group
Today's Agenda:

That's Me!

Meet ITSJC

Overview of Team Meeting purposes and components

Facilitator's role during team meetings

Video clips of ITSJC Team Meeting
  • Primary Coaching Opportunities
    • Quarterly Updates
  • Welcome to the Program
ITSJC Facts:

16 Family Service Coordinators
2 Team Evaluators
1 Transition Coordinator

56 Providers
- Early Childhood Special Education Teachers
- Occupational Therapists
- Speech-Language Pathologists
- Physical Therapists
- Registered Nurse
- Social Workers
- Nutritionists
- Audiologist
- Marriage & Family Therapist
ITSJC...

...provides early intervention services for more than 1,500 families in Johnson County, Kansas.

...transitions children to 6 different school districts after age 3.

...uses the Primary Service Provider model to deliver early intervention services.
ITSJC Teams: Geographically determined

Each team has between 10-18 providers

4 "Day" Teams: Teams A, B, C, D
  • Team A & D are smaller
  • Team B & C are larger

1 "Evening/Weekend" Team
A typical Agenda has...

Quad A/D/Evening Teams:
  • 2 Primary Coaching Opportunities
  • 8 Quarterly Updates
  • 3 Welcome to the Programs

Quad B/C Teams:
  • 2 Primary Coaching Opportunities
  • 23 Quarterly Updates
  • 5 Welcome to the Programs
**“D” Quadrant Team Meeting**

**Primary Coaching Opportunities (10 min):**
- What is your question?
- What has been tried?
- What support do you need?
- Did we help?
- Do you have a plan for your next visit?

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**Quarterly Updates (3 min):**
- Child's Interest
- Child's Participation in Activities and Routines
- Family Priorities

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**Welcome To The Program:**
- Reason for Referral
- Medical Information
- Family Priorities
- Family Dynamics
- Personality
- Possible Supports Needed
- Family Schedule
- The Primary Coach Is?

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**TRANSITIONS:**

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**Announcements/Other:**

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Prior to targeting team meeting efficiency...

Team Meetings were taking between 75-90 minutes every week.

Not all agenda items were covered due to time constraints.

There was very little time to schedule after the team meeting was completed.
How do we invoke change?

Where do we go from here?
Components of an Effective Team Meeting

Logistics

Facilitation

Participant Interaction Style

(Shelden & Rush, 2013)
Logistics include...

- Weekly team meetings
- Average meeting length is 60-90 minutes
- All team members must attend
- Established ground rules
- Compensation for staff for team meetings
Facilitation

- Determined based on who has or can develop the skills necessary for ensuring the meeting guidelines are followed
- Skilled, competent facilitator
- Follows a pre-published agenda with time limits
- Facilitator remains constant
- Establish and maintain structure of the team meeting

Shelden & Rush, 2013
Participant Interaction Style

- Providers are prepared to present information
- Providers support and coach each other
- Team members use a capacity-building interaction style

Shelden & Rush, 2013
Team meetings started in January 2010

Primary Coaching opportunities consisted of strategies being "fired" at the PSP

Quarterly updates did not always include interests, daily activities, or family priorities

Welcome to the Program was staffed primarily upon schedule or discipline
How did change occur within ITSJC's teams?

Culture of a Team Meeting: What did providers think about team meetings?

"A Sociology Study": Each team had a different group dynamic

Begin building trust
Specific steps ITSJC used to make team meetings more efficient/effective

**Beginning Steps**
- Administrators attend weekly team meetings
- Professional development in-service to review video clips of team meetings
- Video review helped administrators and facilitators determine on which agenda section to focus
- Email feedback to team members after each meeting

**Mid-Term Changes**
- Monthly facilitator meeting to review facilitating and take action on short-term goals
- Group discussion to exchange ideas and experiences
- Team members can more effectively participate in meeting discussion
- Written feedback on the whiteboard for

**Forging on...**
- Increase accountability:
  - Facilitators prompting more during team meetings, not just taking notes
  - Professional development in-service on Team Building
    - DISC Behavior Style

- Welcome to the Program:
  - What coaching style fits this parent's learning style?
  - How does this fit with your coaching style?

- Coaching during primary coaching opportunities, not just "filling in"
Beginning Steps

Administrators attend weekly team meetings

Professional development in-service to review video clips of team meetings

Video review helped administrators and facilitators determine on which agenda section to focus

Email feedback to team members after each meeting
Mid-Term Changes

Monthly facilitator meetings to review facilitator guidelines, agenda components, agenda building, and guidelines for providing coaching (Shelden & Rush, 2013)

Administrators met with providers individually to discuss changes in team meetings, prompting during team meetings, expectations

Team Meeting Participant Fidelity Checklist survey

Writing key points on the white board for agenda sections/items
Guidelines for the Role of the Facilitator in the Team Meeting

- Prepublish the agenda.

- Start and stop the meeting on time.

- Ensure that all items on the agenda are addressed.

- Establish and maintain the structure of the meeting.

- Ensure full participation of all participants.

- Control the air time of participants.

- Ensure that people staffing have an action plan and receive what they need.

- Ensure that staffing time is used only for staffing.
Facilitator Prompts
Forging on...

Increase accountability-facilitators prompting more during team meetings, note-takers also starting to prompt if information is missing

Professional development in-service on Team Building
  • DISC Behavior Style

Welcome to the Programs:
  • What coaching style fits this parent's learning style?
  • How does this fit with your coaching style?

Coaching during primary coaching opportunities, not just "firing ideas"
Finished product

Continued use of whiteboard to highlight key points

Facilitators continue to challenge team members to rise to the next level

Easy to resort back to "old" and "comfortable" ways to report skills...team members challenge each other!

Team members are more receptive to feedback given during meetings
Better than Perfect
Primary Coaching

PSP asks the question - Be specific!

PSP tells what she already knows, what has been tried, and what the family's priority is

Team asks the PSP what could be the underlying issues and asks questions to gain more information

PSP provides feedback on if she is getting support she needs

PSP states the action plan to take back to the family
Laura/Becky

Megan/hearing aids
Quarterly Updates

Child Interests

Child participation in activities and routines

Family priorities
Welcome to the Program

Reason for the referral
Relevant medical information
Family priorities
Family dynamics (think about DISC)
Possible supports needed?
Family schedule
The Primary coach is...
Megan/Connor

Mariza/Adam
"I forgot you were a Physical Therapist!"
THE STYLE ISSUE

Guilt-free fashion under $150
Sex shoes, hot jeans, best bags
Shop smart now: Stars reveal where they save and when to splurge

PAUL NEWMAN
Untold Love Story

WOW! JESSICA
HER NEW MOM DIET

BRAD & ANGIE'S
NEW HOUSE
$36,000
A WEEK!
"Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence."

Sheryl Sandberg's *Lean In*
References


Questions??

Infant Toddler Services of Johnson County