

CSTE LEAD Journal Club

Month 3 – Facilitating Virtual Meetings



Council of State and Territorial Epidemiologists

Permission Slips



Write in the chat box and share something you intend to give yourself permission to do or feel in the meeting.

- Reminder of your intention for the meeting.
- These aren't promissory notes. These are intentions only, so there are no repercussions if you fail to deliver.
- Benefits
 - Check in with teammates
 - Practice vulnerability
 - Build trust
 - Establish safety
 - Practice mindfulness
- Examples
 - Listen with generosity
 - Focus on paying attention rather than be distracted
 - Listen more than you speak
 - Ask questions

Agenda



- Meeting Roles, Meeting Norms, & Rules of Engagement
- Article Introduction and Summary
- Article Discussion
- Reflection
- CSTE Announcements & Reminders

Meeting Roles



- **Leader** – Selects articles and topics for discussion; works with the facilitator to develop the discussion prompts; identifies action items
- **Co-Facilitator** – Guides the group through the discussions; ensures equal speaking opportunity; communicates decisions and next steps; identifies action items
- **Timekeeper** – Manages time limits on discussion items
- **Note Taker** – Records key decisions and action items from discussion; reports on discussion notes

Meeting Norms and Rules of Engagement



Meeting Norms

- Listen and respond respectfully
- Actively participate in discussion
- Come prepared to engage

Rules of Engagement

- Show up on time
- Include your agency/organization affiliation next to your name (and pronouns, if you would like)
- Use the chatbox to comment in addition to the phone discussion
- Turn your camera on (as internet bandwidth allows)
- Stay on mute unless you are speaking.

Article Introduction



What was the purpose of the article?

Who is the intended audience?

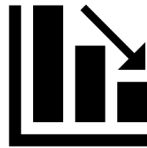
Article Summary



- Three things you need for innovation:



**Superior
solutions**



**Lower risks
and costs**



Buy-in

- Structure (aka Design Thinking) to the rescue!



**Keeps you
on track**



**Instills
confidence**



**Creates
safety net**

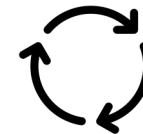
- Why Design Thinking works:



**The human
component**



**Commitment
to change**



**Essentials at
every phase**

▶ *Idea in Brief*

▶ THE PROBLEM

While we know a lot about what practices stimulate new ideas and creative solutions, most innovation teams struggle to realize their benefits.

▶ THE CAUSE

People's intrinsic biases and behavioral habits inhibit the exercise of the imagination and protect unspoken assumptions about what will or will not work.

▶ THE SOLUTION

Design thinking provides a structured process that helps innovators break free of counterproductive tendencies that thwart innovation. Like TQM, it is a social technology that blends practical tools with insights into human nature.



Customer Delivery

Provides immersion

Makes sense of data

Builds alignment



Idea Generation

Encourages emergence

Fosters articulation



Testing Experience

Offers pre-experience

Delivers learning in action

Shaping the Innovator's Journey



PROBLEM	DESIGN THINKING	IMPROVED OUTCOME
Innovators are:		
Trapped in their own expertise and experience	<i>Provides immersion</i> in the user's experience, shifting an innovator's mindset toward...	<i>A better understanding of those being designed for</i>
Overwhelmed by the volume and messiness of qualitative data	<i>Makes sense</i> of data by organizing it into themes and patterns, pointing the innovator toward...	<i>New insights and possibilities</i>
Divided by differences in team members' perspectives	<i>Builds alignment</i> as insights are translated into design criteria, moving an innovation team toward...	<i>Convergence around what really matters to users</i>
Confronted by too many disparate but familiar ideas	<i>Encourages the emergence</i> of fresh ideas through a focused inquiry, shifting team members toward...	<i>A limited but diverse set of potential new solutions</i>
Constrained by existing biases about what does or doesn't work	<i>Fosters articulation</i> of the conditions necessary to each idea's success and transitions a team toward...	<i>Clarity on make-or-break assumptions that enables the design of meaningful experiments</i>
Lacking a shared understanding of new ideas and often unable to get good feedback from users	<i>Offers pre-experiences</i> to users through very rough prototypes that help innovators get...	<i>Accurate feedback at low cost and an understanding of potential solutions' true value</i>
Afraid of change and ambiguity surrounding the new future	<i>Delivers learning in action</i> as experiments engage staff and users, helping them build...	<i>A shared commitment and confidence in the new product or strategy</i>

1. How is design thinking used in your health department?
 - A. To what extent are diverse perspectives included in design thinking discussions?
2. What are some design thinking examples you have used in your work or from your supervisory experience?
3. How can you move forward with your project and in your work, using what you learned from this article, to foster innovation?
4. Consider, how you can utilize this information for your own challenges with innovation in your agency or organization?

Reflection



1. What went well in this meeting?
2. How can we integrate virtual meeting best practices into future meetings?
3. What could be done differently for future meetings?
4. What topics would you like to discuss in the future?

CSTE Announcements and Reminders



- Thursday, 4/15 Orientation for Project Sponsors, Mentors and On-site Supervisors
- Register for the CSTE Annual Conference by April 30th
- Join or renew your CSTE membership with promo code CSTE10
- Complete pre- and post-evaluation for CSTE Learn lessons
- Complete the Facilitating Virtual Meetings lesson on CSTE Learn
- Create and respond to the Facilitating Virtual Meetings discussion post on Basecamp
- Sign up for rotating meeting roles for future virtual meetings
- Schedule your coaching call with Wolf and Heron
- Basecamp – avoid checking off the to do list, it marks it complete for everyone.