Worksheet Week 11

Module II: Collaborative Communication Skills Development

Topic: Effective managerial communication in a meeting

Section A: Assuming that your project has been selected, as the project leader you will call a meeting to go over your execution plan. Please come up with your meeting agenda.

---*Sample Agenda*---

Meeting Title: _____Supervision Meeting_____

Time: _____Scheduled: 9 a.m. – 10:30 a.m., *Actual: 9:02 a.m. – 10:25 a.m.* _____

Date: _____October 17, 2019_____ **Location/Online Link:** _____Zoom.com.123456789_____

Meeting Purpose: _____Review agenda items and conduct weekly review of clinical cases_____

Meeting Leader: ____Supervisor Name____ **Minutes (Responsible Person):** ____Supervisee Name____

Attendees: _____Supervisor and Supervisee Names_____

Agenda		
Item/Notes	**Responsible Person and Assigned Tasks**	**Estimated Duration**
Review agenda that was developed by supervisee for this meeting and remove or add any necessary items. *Agenda item for review of Case 4 should be removed for this work: client was on vacation with family for the week and services were not provided. No additions to the agenda.*	**Responsible person:** Supervisee **Assigned tasks:** *Revisit review of Case 4 in meeting next week. Add this item to the agenda for next week that is sent to supervisor 24 hr prior to meeting.*	**~ 5 min** *Actual: 10 min*
Review of Case 2. *This case was identified for review because target behavior data are increasing over the past work in certain settings where there may be drift in implementation of the behavior support plan. Supervisee plans to conduct observations in those settings over the next week.*	**Responsible person:** Supervisee **Assigned tasks:** *Supervisee conduct observations in the settings where target behavior has been increasing and review with supervisor as soon as observations have been completed.*	**~ 30 min** *Actual: 20 min*
~~**Review Case 4.**~~ *Moved to discussion next week because of insufficient data (client on vacation).*	**Responsible person:** Supervisee **Assigned tasks:** *Move to agenda for next week.*	**~ 5 min** *Actual: 10 min*
Review of Case 7. Behavior technician missing scheduled sessions. *This behavior technician working on this case has missed 2 treatment sessions in the last 2 weeks. Supervisee provided feedback about the missed sessions to the behavior technician two days ago and the behavior technician reported having difficulty with transportation. After discussing this situation in this supervision meeting it has been determined that the technician will no longer be scheduled to provide treatment on this case until the issue is corrected. Role-play sessions were conducted during this supervision meeting for delivering this news to the technician.*	**Responsible person:** Supervisee **Assigned tasks:** *Supervisee will meet with technician tomorrow. Any scheduled sessions will be replaced with one of the other technicians on the case.*	**~ 10 min** *Actual: 25 min*
Closing. Summarize assigned tasks. Touch base on other project deadlines that are upcoming. *All upcoming deadlines are on track for discussion at next meeting. Supervision session documented in supervision record.*	**Responsible person:** Supervisee **Assigned tasks:** *Supervisee will develop agenda for next meeting and send within 24 hr.*	**~ 10 min** *Actual: 5 min*

Note: Italicized text indicates information that would be added by the notetaker during a meeting.

Meeting Title: _____

Time: _____

Date: _____ **Location/Online Link:** _____

Meeting Purpose: _____

Meeting Leader: _____ **Minutes (Responsible Person):**_____

Attendees: _____

Agenda		
Item/Notes	**Responsible Person and Assigned Tasks**	**Estimated Duration**
	Responsible person: **Assigned tasks:**	
	Responsible person: **Assigned tasks:**	
	Responsible person: **Assigned tasks:**	
	Responsible person: **Assigned tasks:**	
	Responsible person: **Assigned tasks:**	

Section B: In order to manage the meeting, what should you say when you are intending to apply these following strategies.

Common problem	Strategies	What should you say?
Interruptions	Establish ground rules for respecting other meeting participants' opportunities to contribute.	"Could you hold that thought for a moment." "Let's come back to that later in the meeting."
	Provide post-meeting private feedback.	
Distractions	Instruct participants to turn off personal devices and notifications at the beginning of the meeting.	"That ring tone definitely gets your attention. Could you silence it for now?
	Politely ask the participant who is the course of distraction to stop.	"Could I ask you to close your e-mail for the rest of the meeting? I don't want to miss out on the opportunity to get your input."
Off-task behavior	Redirect the off-task behavior by providing a relevant participation opportunity.	"Do you have any thoughts on this agenda item?"
	Politely ask the person to stop the side conversation.	"Let's minimize side conversations. Share your idea with all of us if it is relevant to the agenda."
Interpersonal conflict or combative responses	Restate a meeting rule when participants making combative or competitive statements toward other participants.	"This seems to be getting heated, so let's take a break from this discussion for now."
	Interject before participants have opportunities to respond negatively to one another.	"Remember our purpose today and that we have an expectation for everyone to be engaged and respectful throughout the meeting.
Technology	Facing a problem with the connection and would like to ask remote participants to reconnect.	
	Move to a backup plan regarding the difficulty with the meeting platform or malfunctions.	"OK, time for Plan B. Let's use this conference number instead of the meeting platform.

Reference: LeBlanc, L. A., & Nosik, M. R. (2019). Planning and Leading Effective Meetings. *Behavior Analysis in Practice*, 1-13.