



Restarting and Energizing PFACs – Easy to Implement How-To Lists

Meeting Facilitation

1. Meeting Facilitation – the conscious act of guiding the meeting process so that it stays on course, to make sure everyone participates, and to reach the agreed-upon meeting goals.
2. Do pre-work
 - a. Set meeting goals
 - b. Outline an agenda – see <https://www.patientsafety.org/wp-content/uploads/2021/10/PFAC-Agenda-How-To-List.pdf>
3. Maximize your platform
 - a. If in person, allow time to get food and begin to eat
 - b. For virtual meetings, see <https://www.patientsafety.org/wp-content/uploads/2021/09/Meeting-Remotely-How-To-List-1.pdf>
4. Follow the agenda - keep the meeting on track
 - i. Identify meeting de-railers
 - ii. Provide them with options for discussing their thoughts in another venue
5. Frame the discussion
 - a. Be aware of difficult topics
 - b. Frame the discussion by giving attendees guidelines for appropriate comments
 - c. Redirect those who step out of the frame – give them another time or venue to hear their thoughts (i.e., email, later meeting, phone call)
6. Assess your attendees
 - a. Watch body language (including on virtual platforms)
 - b. Know your attendees' strengths and weaknesses so you know who to call on
 - c. Identify emotions in the room
7. Invite participation
 - a. Invite attendees to comment – ask for raised hands (including on virtual platforms)
 - b. Call on non-participants to comment so everyone's input is included
 - c. Ask commenters from virtual meeting chats to expand on their comments verbally
 - d. Listen actively to comments, restate comments to show you've heard them
8. Validate participants – See <https://www.wikihow.com/Validate-Someone%27s-Feelings> for more information about how to validate persons in a discussion.
9. Maintain your neutrality
 - a. Keep the tone positive
 - b. Be neutral in reaction to differing ideas (you may acknowledge you have an opinion)
 - c. Encourage diverse ideas
10. Deal with detractors – redirect, reframe, remove, ignore.
11. In the end - summarize the discussion, review assignments, set a follow-up meeting.

Watch the Meeting Facilitation webinar on the CAPS YouTube Channel: [found here](#).

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