

Master Aging Plan Community Kickoff Event
Staff Training

1. Introductions
 2. Overview of Community Kickoff Event
 3. Overview of Small Group Discussions
 4. Assign Roles
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Community Kickoff Event Agenda

Session:	Time:
Registration	1:00
Introduction	
Opening remarks by Janice Tyler and Bernadette Pelissier	
Orange County Demographic Overview	
A Community Member's Perspective – Gretchen Hurley	
Community Assessment Presentation	
BREAK	
* Please go straight to your breakout room after break.	
Small group discussion	2:40
BREAK	
* Please go back to the theater after break.	
Larger group issue prioritization	3:40
Closing remarks by Heather Altman	
Adjourn	5:00

Purpose of Breakout Groups

After introductions have been made and ground rules have been established, breakout groups will participate in two major discussions. The purpose of Discussion 1 is to add to the list of topic areas that will be prioritized, and the purpose of Discussion 2 is to record community members' specific thoughts and concerns within topic areas. Information provided from breakout groups will be important in determining MAP work group focus areas as well as strategies for the 2012-2017 MAP.

Role of Breakout Group Facilitator

The role of the breakout group facilitator is to ask questions that guide discussion and elicit thoughtful responses. The breakout group facilitator:

- Does not lead the discussion, but helps direct it toward a positive and productive outcome.
- May contribute answers, the same as other breakout group members, but must maintain a nonjudgmental attitude throughout the discussion.
- Keeps track of the time so that, for each question, all participants have a chance to contribute.
- Encourages everyone's participation.
- Ensures that the discussion stays focused on the guiding questions.
- For Discussion 1, the facilitator will write the name of each new topic area on the post-it chart for all group members to see, or will ask a member of the group to do this (Note: it will probably be too complicated to summarize points made in Discussion 2 on the post-it chart, as this discussion calls for more in-depth responses)

Breakout Group Facilitator Tips

- Keep the discussion moving! Sometimes it's hard to move on to another topic when there is so much more that could be said. However, this is critical for the breakout groups to be able to accomplish what is necessary (you can again remind the group that they can write down and hand in unstated thoughts and opinions).
- If an idea is not entirely clear, try to paraphrase it. Paraphrasing involves repeating what has been said to let participants know they are being heard, to let others hear the point a second time, and to clarify key ideas. This also provides an opportunity to ascertain if the facilitator has correctly heard or interpreted what was said.
- If it seems appropriate, ask, "Before we move on, does anyone have anything else to say about this point?"

- Some probes, or follow-up questions, you can ask to get more information on a given topic are, "Can you say more about that?" or "Can you give an example?"

Role of Breakout Group Note-Taker

The role of the breakout group note-taker is to write down ideas and comments received during discussion. Notes will provide a written record of the group's thoughts and opinions. They will be compiled and used to guide further planning of MAP strategies. The note-taker:

- Writes clearly and legibly.
- Records comments that reflect the spirit of the conversation.
- Summarizes stories and comments that illustrate tensions or main ideas.
- Records specific ideas.
- Uses brief phrases to capture main ideas- don't try to get down every word.
- Captures direct quotes (phrases or short sentences) that reveal deep concerns or emotions that surface.
- Contributes to the conversation, the same as other group members.

Breakout Group Discussion Guide

Review Purpose of Group and Lead Introductions (5 minutes)

- Introduce yourself and explain what role(s) you play in the community (are you a service provider, older adult, caregiver, state employee, etc?).
- Remind the group that the purpose of the discussion is to 1) add new topics to the list of topic areas that will be prioritized and 2) discuss specific concerns within any of the existing or new topic areas.
- Ask group members to quickly, in a sentence, introduce themselves and explain what role(s) they play in the community. The note-taker should also introduce him/herself.

Establish Ground Rules (3-4 minutes)

- Explain that you first need to establish the ground rules:
 - One person talks at a time
 - The group listens respectfully and refrains from making judgments
 - Each person will get an opportunity to answer each question.
 - Explain the procedure. If you know a facilitation procedure that already works, use that! Suggestions: After you ask the question, those who have an immediate idea can speak (perhaps choose the order by going clockwise from you). If others were going to make a similar point as the person who is speaking, allow them to talk at this time, too, regardless of order. After listening to the input on each topic, try to summarize/paraphrase the overall point/idea to be sure you captured it correctly (see facilitator tips!). After the people with immediate ideas speak, you can once more go clockwise around the table and give people a chance to speak who may have needed more time to reflect.
 - Discussions must stay on topic
 - Explain that there is limited time and, unfortunately, ideas cannot be discussed in full depth.
 - Ask the group to help you ensure that there is enough time for all main ideas to be stated and for everyone to contribute.
 - Emphasize that we would love for people to write down opinions and thoughts they did not state during the discussion. These notes will be compiled and will be given to MAP work groups.
 - Remind them that all comments made during discussion will be recorded by the note-taker and will be compiled and given to MAP work groups

Discussion 1: Add new topic areas (15-20 min)

- Read the topics that were prioritized during the community assessment over the summer.
- Explain that the group will now be in charge of coming up with **a)** concise topic areas that will be added to this list and **b)** a brief description of each new topic area.
- Tell the group that they can ask themselves the following questions to help them think of topic areas:
 - What are the most important areas of concern that impact health and quality of life for older adults?
 - What are important characteristics of an aging-friendly community?
- Read each new topic area and description as the group comes up with it
- Write, or have someone else write, the name of the topic area on the poster board for everyone to see

Discussion 2: Identify Concerns within Topic Areas (15-20 min)

- Explain that the group will now be discussing specific concerns they have regarding aging in Orange County. The concerns can fall within any of the previously listed or newly added topic areas.
 - Tell the group that the following questions might help them think of ideas.
 - What do you believe are the most important issues that must be addressed in order to improve health and quality of life for older adults?
 - What opportunities and services do older adults want or need most? Why do older adults want or need these opportunities and resources?
 - What conditions in the community benefit older adults? What conditions make it more difficult for older adults to find solutions to their problems?
- Paraphrase/briefly summarize main points as you go along.

Thank You

- Thank all group members and remind them that their input is valuable and will be important in determining goals and strategies for the 2012-2017 MAP.