

Wraparound Facilitation Training

Facilitating the Wraparound Meeting

Your Summarized Guide to Meeting Facilitation

Now that you have a step-by-step guide to developing the team and facilitating the wraparound meeting, let's summarize and review the things that will help you in your role as the facilitator.

1. Before the meeting:

Ask yourself: "What will I need to inform team members about?" Then prepare how to best present that information.

Prepare an agenda. Send it to team members before the meeting and bring copies to the meeting as people may forget to bring them. The agenda should outline the steps for the meeting and help set team members expectations. Remember that the meeting should begin and end on time and last no longer than one hour. If more time becomes necessary, additional meeting time will be scheduled.

Arrive early and, if possible, arrange the room so that it is comfortable for everyone to see each other and be involved in the process.

2. As the meeting begins:

Thank everyone for coming.

Commend the family for their courage in engaging in this process.

Have team members introduce themselves beginning with the child and the family.

Distribute the agenda.

Establish the rules for the wraparound meeting and for the brainstorming process. (The two major rules are that 1) all opinions and ideas may be expressed and will be received without judgment and 2) determination of what gets included in the POC is based on the family's needs, a democratic process and medical necessity.)

Clarify the purpose and goals for the meeting.

Let people know that the team will be working on sensitive issues for the child and the family and that everyone needs to be respectful of this fact.

Let team members know that there will be a lot of paperwork to be completed after the meeting and so you will be taking notes and perhaps asking others to write down certain things during the meeting.

Clarify any additional expectations you have.

Ask if anyone has questions before the process begins.

3. Throughout the meeting:

- Set a strengths based example.
- Enhance group interaction by:
 - Being friendly and all inclusive
 - Using “I” and “we” rather than “you”
 - Using people’s names
 - Listening carefully, paraphrasing what team members say and reflecting on their feelings about what they are saying
 - Asking team members for their ideas and suggestions
 - Letting the group work together to solve problems
 - Posting information on newsprint so that everyone has visual reminders
 - Periodically summarizing what’s been said
 - Periodically reminding the team of the goals for the meeting
- Keep in mind that every team member is unique and that teams require this diversity. It is the uniqueness of individual team members that makes a team work. Teams need people who raise concerns and questions, people who express sensitivity and empathy, people who are focused on getting the job done, people who listen quietly and process internally, etc. Model respect for every role.

- Work to include every team member. If someone is very quiet, say something like: “Mr. Jensen, you look like you might have some ideas about this. I’m wondering if you have something to add to this discussion.”
- If any team member becomes upset, listen to and validate his or her feelings and allow space for the upset person to talk. Help him or her to be appropriate and to stay on track. If the upset escalates or takes up too much meeting time, suggest you would like to meet with him or her alone after the meeting in order to be sure you fully understand his or her feelings.

4. At the conclusion of the meeting:

- Review what has been accomplished.
- Review each person’s role.
- Let team members know what will happen next.
- Commend the family again for their courage.
- Set the next meeting time while letting people know that this can change if circumstances change.
- Thank everyone for coming.

5. Shortly after the meeting

- Review all your notes.
- Complete the required paperwork in a timely manner.
- Follow-up with team members.

Planning for and holding the wraparound meeting successfully is a great accomplishment for you as the facilitator. Participating in the meeting and developing the POC is a great accomplishment for everyone on the team. Hopefully this tip sheet has provided you with some ideas and suggestions that will assist you in having successful wraparound meetings.