

Return to On-Site Operations

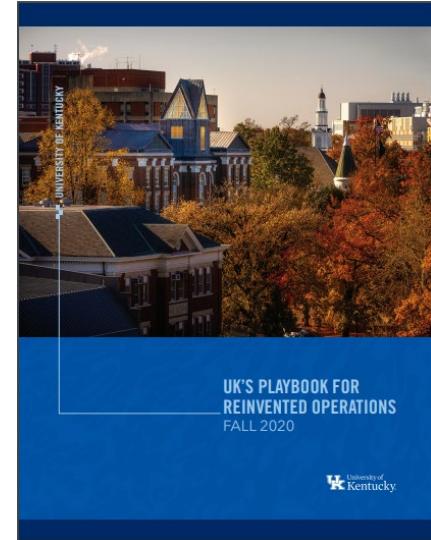
Meeting Facilitation Best Practices



Return to On-Site Operations

On June 16, 2020, President Capilouto shared details about our [return to campus operations](#) this summer and fall, which includes information pertaining to:

- The fall semester calendar
- Health measures for our return
- Masks, social distancing and health measures
- Living and dining
- Classroom instruction
- Returning to work



Return to On-Site Operations

Now is the time for decision-makers to determine a **phased approach to return to on-site operations** for your specific area(s), which includes:

- Assessment of your area's **current status**
- Review and implementation of university and CDC guidelines
- Facilitation of **planning meetings** with key decision-makers in your area
- Communication of information to your entire team

Return to On-Site Operations

There are many reference materials and resources available to assist with these planning efforts:

- University of Kentucky Coronavirus website
 - Campus Restart
 - UK's Playbook for Reinvented Operations
- Considerations for Institutes of Higher Education
 - Centers for Disease Control and Prevention
- Tips for engaging meeting participants
- Discussion questions to guide your return-to-on-site-operations planning meetings

Return to On-Site Operations

- Start by reviewing the ***current operational status*** for:
 - The university
 - Your specific area(s)
- Be certain to link ***people*** considerations closely with your plan
 - Your team members' levels of resilience, or resistance, will impact future expectations
 - Individuals' health, well-being and safety needs are of the highest importance

Return to On-Site Operations

Review the ***Guiding Principles*** from UK's Playbook for Reinvented Operations (page 3)

We will plan for reinvented operations on the first day of classes that includes resuming residential living on our campus.

We will, in everything that we do, work to ensure the health, safety and well-being of everyone in our community.

We will incorporate all mission-critical areas into our overall plan. UK HealthCare and UK Research are working through detailed restart plans. UK Athletics also is working on an operations plan in coordination with the Southeastern Conference.

We will think through issues that may alter our plans, create planning scenarios and communicate clearly at each step.

Return to On-Site Operations

To determine the plan to return to on-site operations for **your area**, it is recommended that you facilitate planning meetings

- Participants

- Decide who needs to attend the meetings to accomplish the purpose and objectives
- Who are your key decision-makers?

- Purpose

- Define the objective of the meetings
- Keeps attendees focused and prepared

Meeting Facilitation Best Practices

To assist with *planning a return to on-site operations*, we are sharing meeting facilitation best practices

As the meeting facilitator, your role is to:

- Manage the decision-making process
- Establish a **positive** climate that fosters team success
- Focus group efforts in problem-solving and creativity
- Encourage movement toward attaining goals

Core Practices for Meeting Facilitation

Meeting facilitation core practices include:

- Asking questions
 - Questions test assumptions, invite participation, gather information and probe for hidden points
Reminder: [discussion questions are available for your use](#)
- Listening actively and summarizing clearly
 - Paraphrase or summarize what was said to ensure understanding
 - Make sure all voices are heard
 - Prompt less vocal team members to contribute
Reminder: [tips for engaging meeting participants are available for your use](#)

Core Practices for Meeting Facilitation

Meeting facilitation core practices include:

- **Collecting ideas**
 - Have people comment and build on each other's thoughts, which builds consensus and commitment
 - Appoint a notetaker to keep track of emerging ideas and final decisions
- **Staying on track**
 - Appoint a timekeeper
 - Use a parking lot to "park" off-topic comments and suggestions to be handled later

Systematic Problem Solving

When facilitating meetings that involve finding solutions, it may be helpful to take a systematic “problem-solving” approach:

1. **Name the problem**

- Make sure there is a *common understanding* of the issue

2. **Analyze the problem**

- Ask *probing questions* to help members think analytically about the problem, such as:
 - Describe the problem in detail.
 - What are the noticeable signs of the problem?
 - How are people affected?
 - What other problems does this cause?
 - What stops us from solving this?
 - What gets in the way of solving this?

Systematic Problem Solving (cont'd)

3. Identify potential solutions

- Use **brainstorming** or **anonymous brainstorming** to generate potential solutions, such as
 - What if money were no object?
 - What if you were in control?
 - What would the “customer” suggest?
 - What if we did the opposite of the ideas suggested so far?
 - What is the most innovative thing we could do?

4. Evaluate solutions

- Sift through the brainstormed ideas to **determine** which are **most applicable** to the situation

Systematic Problem Solving (cont'd)

5. Create an action plan

- Spell out the *specific steps needed* to implement the best solutions
- Specify *how* things will be done, *when* and *by whom*

6. Attach indicators of success

- “How will we know we have been *successful?*”

7. Troubleshoot the plan

- Identify everything that could *get in the way*
- Make sure that there are *plans* in place to *deal with them*

8. Monitor and evaluate

- Identify *how* the action plans will be *monitored* and *when and how* the results will be *reported*

Return to On-Site Operations

To help guide your *planning meetings for a return to on-site operations*, discussion questions are available for use.

- Questions are not one-size-fits all
- Your area is unique
- You may need to tailor some questions to fit your needs

Return to On-Site Operations

These planning meetings for a ***return to on-site operations*** planning meetings should enable you and the decision-makers in your area to:

- **Assess** the unique **actions needed to safely return** to on-site operations, keeping in mind the guidelines provided by:
 - President Capilouto
 - Board of Trustees
 - Emergency Operations Center (EOC)
 - [UK START Team](#)
 - [Workstream Leads](#)
- **Determine** how plans, policies and practices may need to be adapted to safeguard the workforce during reconstitution
- **Identify** potential **mitigating measures/solutions** to **remaining risks** that might adversely impact our ability to perform all functions, including providing services to students and others

Return to On-Site Operations

As President Capilouto [shared](#):

Our playbook offers a clear path and direction forward, but many details must still be finalized. That work is underway in earnest now.

We will continue to communicate often, in as transparent a fashion as possible, to provide you with information as this process continues to unfold. Reopening and returning to the distinctive residential and classroom experience we provide will mean, in some cases, changing old habits and thinking of different ways to accomplish long-standing goals.

It is important that you **be as transparent as possible** with your team members regarding the plans for a ***return to on-site operations*** plans for your area.

Health, well-being and safety needs are of the highest importance.

Return to On-Site Operations

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