
7. Role of Families on Groups
8. Skills for Serving on Groups

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Agenda

• Serving on Groups Overview
  ▪ Family Engagement & Leadership
  ▪ Section 7. The Role of Families on Groups
  ▪ Section 8. Skills for Serving on Groups
• Resources
Serving on Groups Overview

- Developed due to an identified need
- Collaborative effort by stakeholders
- Audience – parents, educators, students, others
- www.servingongroups.org
Section 7: The Role of Families on Groups

Where do I start?
What do I need to know about my role?
What do I need to know about the group?
What ways might I represent the perspective of other families?
What ways might I share my family story?
The Group

Learn about:

- Mission, Purpose, & History
- Style of leadership
- Priorities and goals
- Structure
- Decision-making process

Reminder…

- Review past meeting minutes
- Attend a meeting before joining
The Group

Important to understand....

▪ How the group’s work fits into the work of the larger organization
▪ The process and timeline for getting things done
▪ Remember: Be patient and don’t give up!
Resource

*Page 63: What Information Do I Need to Know About the Group?

**Uses:**
- Learning Tool
- Reflection
- Assessment
- Mentorship

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**The Role of Families on Groups**

**What Information do I need to know about the group?**

**My Reason for Joining the Group**

The issues I care about: ________________________________

My personal goal for making a difference: ________________________________

**Type of Group**

Name of group: ________________________________

Contact person(s): ________________________________

Phone/email: ________________________________

Website: ________________________________

Leadership (names/contact info): ________________________________

**Group's Purpose**

Group's Purpose: ________________________________

**Group's Mission**

Group's Mission: ________________________________

**Activities of the Group**

Group's Function: ________________________________

Group's Authority: ________________________________

How often does the group meet? Time:

**Membership and Roles**

How are members selected? Volunteer ☐ Appointed ☐ Elected ☐ Mandated ☐

Is there an application or nomination process? ☐ Contact:

Length of service: ☐ Are additional committees required? ☐

My role description and responsibilities: ________________________________

Is there an orientation for new members? Yes ☐ No ☐ Is there on-going training? Yes ☐ No ☐

Is travel required? ☐ Is mileage reimbursed? Yes ☐ No ☐ Is a stipend provided? Yes ☐ No ☐

Is a computer required? ☐ Is liability coverage provided? Yes ☐ No ☐

Your Role on the Group

- Connect with past representative
- Ask for a mentor
- Come prepared
- Ask for group’s written guidance
- Inquire about attendance support
Your Family Story:

- Who are you?
- What brings you to the group?
- What will YOU bring to the group?
Best Ways to Represent Others

Welcome Input
▪ Create a brief survey
▪ Go where the families are

Be Accessible
▪ Attend meetings in the community
▪ Provide contact information
▪ Seek out and support involvement

Communicate
▪ Write and post summary reports
▪ Be the link between families and the group
Representing Other Families

• Step 1: Identify your social circles.

• Step 2: Identify additional social circles found in your community.

• Step 3: How could you reach out to the families you are not connected with (outside of your social circles) in your community?

Serving on Groups That Make Decisions
Leading by Convening

Four Simple Questions
1. Who cares about this issue and why?
2. What work is already underway separately?
3. What shared work could unite us?
4. How can we deepen our connection?

Engaging Everybody
- Core Team
- Key Participants & Advisors
- Extended Participants
- Dissemination Networks

https://servingongroups.org/leading-by-convening
Section 7 Resources

Leading by Convening
www.servingongroups.org/leading-by-convening

EPIC– Every Person Influences Children (video-20:26)
http://www.youtube.com/watch?v=BI4rqX_F69c

Board of Management in Your Primary School: A Guide for Parents

Advocacy in Action: A Guide to State Education Parent Advisory Councils

Home and Community Positive Behavior Support Network (HCPBS)
https://hcpbs.org/

Tips for Recruiting Patients & Families to Serve in Advisory Roles
http://www.ipfcc.org/resources/Tips_For_Recruiting.pdf

Diverse Voices Matter: Improving Diversity in Patient & Family Advisory Councils
Section 7 Resources


National Association for Family, School, and Community Engagement [https://nafsce.org/page/About](https://nafsce.org/page/About)

WI DPI Community of Practice Group on Assistive Technology [https://dpi.wi.gov/sped/educators/consultation/assistive-technology/at-forward](https://dpi.wi.gov/sped/educators/consultation/assistive-technology/at-forward)
Section 8: Skills for Serving on Groups

What skills will help me...

• prepare for a meeting?
• participate in a meeting?
• follow-up after the meeting?
• deal with conflict?
• facilitate a meeting?
Prepare for a Meeting

Tips:
- Keep a calendar
- Read the agenda & additional items
- Review past meeting minutes
- Organize your thoughts
- Keep learning

Serving on Groups That Make Decisions
Participate in a Meeting

- Attend all meetings
  - If unable to attend:
    - Let leader know ahead of time
    - Make sure to get notes or meeting minutes
- Take and keep notes
- Learn the lingo
- Try new roles
- Be a mentor
- Listen for understanding
Follow-Up after a Meeting

Tips:
- Refer to your notes
- Stay organized
- Use technology
- Review written guidance
- Reflect on what was learned
- Connect with mentor
- Review data
- Keep learning
Dealing with Conflict

Tips:

▪ Keep an open mind
▪ Use “I” statements
▪ Don’t take things personally
▪ Ask questions
▪ Stay focused on the topic
▪ Focus on solutions
▪ Take a break
▪ Remember the group’s purpose
Resolving Conflict

Tips:
- Pay attention to interests
- Listen first; talk second
- Good relationships are a priority
- Keep people and problems separate
- Set out the facts
- Explore options together
Facilitate a Meeting

Common strategies for good facilitation:

- Makes everyone feel comfortable, welcomed, and valued
- Encourages participation
- Prevents and manages conflict
- Listens and observes
- Clarifies group discussions
- Supports quality decisions
- Ensures outcome-based meetings
- Recognizes and appreciates contribution
Listening Awareness Inventory

Listening is one of the most important keys to communication & understanding others.

Rate: 4 Almost Always; 3 Usually; 2 Seldom; 1 Never

1. Do you let people finish what they are trying to say before you speak?
2. If the person hesitates, do you try to encourage him/her...rather than start your reply?
3. Do you withhold judgement about the person’s idea until he/she has finished?
4. Can you listen fully even if you think you know what the person is about to say?
5. Can you listen non-judgmentally even if you do not like the person who’s talking?
Listening Awareness Inventory

Rate: 4 Almost Always; 3 Usually; 2 Seldom; 1 Never

6. Do you stop what you’re doing and give full attention when listening?
7. Do you give the person appropriate head nods, and non-verbals to indicate that you are listening?
8. Do you listen fully regardless of the speaker’s manner of speaking? (i.e. grammar, accent, choice of words, etc.)
9. Do you question the person to clarify his/her ideas more fully?
10. Do you restate/paraphrase what is said and ask if you got it right?

Total Score? 36-40; 30-35; 26-29; 25 or <
Meeting Preparation: Lead Effective Meetings (video-6:24)  
https://www.youtube.com/watch?v=itdYBXrJm-8

Meeting Facilitation Tips: How to Facilitate Your 1st Meeting (video-6:07)  
https://www.youtube.com/watch?v=oPZJQ-Mhwq0

Applying Results-Based Facilitation in Virtual Settings (Annie E. Casey Foundation)  
https://www.aecf.org/blog/applying-results-based-facilitation-skills-in-virtual-meetings

Virtual Meetings Etiquette - Do's & Don'ts (video-7:56)  
https://www.youtube.com/watch?v=HYUVXQfaVp0

Developing Facilitation Skills Toolkit  
http://ctb.ku.edu/en/tablecontents/sub_section_main_1154.aspx

Planning and Structuring Effective Meetings - Skills You Need  
http://www.skillsyouneed.com/ips/meetings.html

Forming, Storming, Norming, and Performing: Model for Nurturing a Team to High Performance (incl. video-1:58)  
http://www.mindtools.com/pages/article/newLDR_86.htm
Section 8 Resources

Conflict Resolution: Using the Interest-based Rational Approach (incl. video-2:57)

When Conflict Arises: Working with Emotion (video-16:21)
https://www.wsems.us/multimedia/videos/when-conflict-arises/


The Big Bang Theory on Active Listening (video-1:55)
https://www.youtube.com/watch?v=3_dAkDsBQyk

5 Ways to Listen Better (TED Talk video-7:51)
https://www.youtube.com/watch?v=cSohjLYQI2A

Listening Skills (video-7:48)
https://www.youtube.com/watch?v=B8EJVcRJSXo

Communicate - Paraphrasing (video-3:42)
https://www.youtube.com/watch?v=5JL2iizK2c0
Where to Go From Here?

❖ 1-Opportunities to Get Involved
   2-Types of Groups
❖ 3-Processes Groups Use
❖ 4-Tools Groups Use
   5-Tips and Strategies for Groups
❖ 6-Understanding Data as Information
❖ 7-Role of Families on Groups
   8-Skills for Serving on Groups

Thank you!
Please remember to complete the evaluation!

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