



## **Serving on Groups That Make Decisions: A Guide for Families**

**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](http://www.servingongroups.org)



The screenshot shows the homepage of the 'Serving on Groups' website. The top navigation bar is dark blue with white text. On the left, it says 'GUIDEBOOK' and 'MODULES'. On the right, it says 'LEADING BY CONVENING', 'Contact Us | Trainers', and 'Newsletter Signup'. Below the navigation bar, there is a large photo of a diverse group of people, including adults and children, smiling. To the left of the photo, there are two overlapping images of the 'Serving on Groups' guidebook covers. Below the photo, the text 'SERVING ON GROUPS' is written in large, bold, white letters. To the right of this text is another image of the guidebook covers. Below the main title, there is a section titled 'THAT MAKE DECISIONS: A GUIDE FOR FAMILIES' followed by a paragraph of text. At the bottom of the page, there is a light blue banner with the text 'Guidebook Modules'.

GUIDEBOOK MODULES

LEADING BY CONVENING Contact Us | Trainers Newsletter Signup

RESOURCE CENTER NEWSLETTER

**SERVING ON GROUPS**

**THAT MAKE DECISIONS: A GUIDE FOR FAMILIES**

A guidebook for individuals who want to make a difference in their community by serving as a member of a decision-making group. This resource was developed through a collaborative effort between statewide agencies, school representatives and family members.

Guidebook Modules

# 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?



Serving on Groups That Make Decisions



# The Group

Learn about:

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



Reminder...

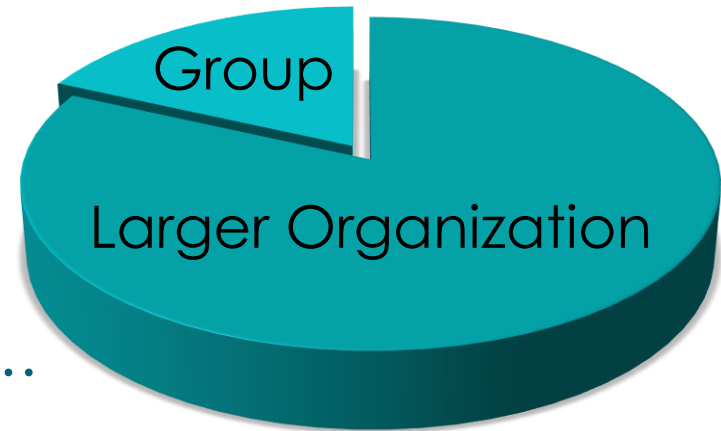
- Review past meeting minutes
- Attend a meeting before joining



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# 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!



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# 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?

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#### My Reason for Joining the Group

The issues I care about: \_\_\_\_\_

My personal goal for making a difference: \_\_\_\_\_

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#### Type of Group

Name of group \_\_\_\_\_ Contact person(s) \_\_\_\_\_

Phone/email \_\_\_\_\_ Website \_\_\_\_\_

Leadership (names/contact info): \_\_\_\_\_

Group's Purpose \_\_\_\_\_

Group's Vision \_\_\_\_\_

Group's Mission \_\_\_\_\_

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#### Activities of the Group

Group's Function: ☐ governing ☐ advisory ☐ leadership ☐ planning ☐ evaluation ☐ practice group

Group's Authority: ☐ budgets ☐ services ☐ programs ☐ personnel ☐ policy ☐ advisory

☐ public awareness ☐ training and education ☐ legislation ☐ performance review ☐ other

How often does the group meet? \_\_\_\_\_ Time? \_\_\_\_\_

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#### 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? \_\_\_\_\_ Is there on-going training? \_\_\_\_\_

Is travel required? \_\_\_\_\_ Is mileage reimbursed? \_\_\_\_\_ Is a stipend provided? \_\_\_\_\_

Is a computer required? \_\_\_\_\_ Is liability coverage provided? \_\_\_\_\_

Adopted from:  
"Guidelines for Exploring Interagency Opportunities", ACTION Sheet: PHP- c99, PACER Center, 2004. <http://www.pacer.org/Parent/php/PHP-c99.pdf>

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# 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





# Resource

\*Page 65:

## Sharing Your Family Story

### Your Family Story:

- Who are you?
- What brings you to the group?
- What will YOU bring to the group?

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### The Role of Families on Groups

#### Sharing Your Family Story

*"Never underestimate the power of your story. A well-told story has the potential to touch hearts and change minds. While impersonally delivered facts can easily be forgotten or dismissed, a story lingers and mingles with the other stories that shape our shared human experience."*

This template will help you record and organize important points about your own family story. Start by jotting down experiences you have had. Put them in order and write a brief story. You may wish to use this template below to help organize your thoughts. Putting your thoughts down on paper now will help you prepare for opportunities to share your story in the future.

**The whole story...**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(You may wish to continue on additional sheets of paper.)

**Consider your audience**

Now connect your experience to an issue...These points should consider the listener's common experiences, concerns, goals, and position on an issue.

**Point 1:** \_\_\_\_\_

**Point 2:** \_\_\_\_\_

**Point 3:** \_\_\_\_\_

Excerpt from: 'From Experience to Influence: The Power of a Parent's Story', ACTION Sheet: P4P-c121, PACER Center, 2006  
<http://www.pacer.org/parents/p4p/p4p-c121.pdf>

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# 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

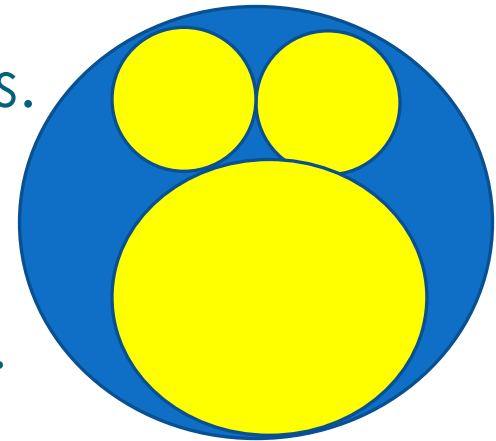
## Communicate

- 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?



# 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](http://www.servingongroups.org/leading-by-convening)

**EPIC– Every Person Influences Children** (video-20:26)

[http://www.youtube.com/watch?v=BI4rqX\\_F69c](http://www.youtube.com/watch?v=BI4rqX_F69c)

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

[https://www.educatetogether.ie/wordpress/wp-content/uploads/2010/02/the board of management in your primary school a guide for parents.pdf](https://www.educatetogether.ie/wordpress/wp-content/uploads/2010/02/the_board_of_management_in_your_primary_school_a_guide_for_parents.pdf)

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

[https://www.parentcenterhub.org/wp-content/uploads/repo\\_items/National SEPAC Guide 120218.pdf](https://www.parentcenterhub.org/wp-content/uploads/repo_items/National_SEPAC_Guide_120218.pdf)

**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](http://www.ipfcc.org/resources/Tips_For_Recruiting.pdf)

**Diverse Voices Matter: Improving Diversity in Patient & Family Advisory Councils**

<https://www.ipfcc.org/resources/Diverse-Voices-Matter.pdf>

# Section 7 Resources

**Guidelines for Exploring Interagency Opportunities ACTION Sheet** <http://www.pacer.org/Parent/php/PHP-c99.pdf>

**From Experience to Influence: The Power of a Parent's Story ACTION Sheet**

<http://www.pacer.org/parent/php/php-c121.pdf>

**Five Top Tips for Engaging Families in Advisory Roles: Advice from a Family Leader**

<https://www.lpfch.org/publication/five-top-tips-engaging-families-advisory-roles-advice-family-leader>

**National Association for Family, School, and Community Engagement** <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>



# 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?



Serving on Groups That Make Decisions



# Prepare for a Meeting

## Tips:

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



# 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



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# 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



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# 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 <

# Section 8 Resources

**Meeting Preparation: Lead Effective Meetings** (video-6:24)

<https://www.youtube.com/watch?v=itdYBXrJm-8>

**Meeting Facilitation Tips: How to Facilitate Your 1<sup>st</sup> Meeting**

(video-6:07) <https://www.youtube.com/watch?v=oPZJQ-Mhwa0>

**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](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](http://www.mindtools.com/pages/article/newLDR_86.htm)

# Section 8 Resources

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

[http://www.mindtools.com/pages/article/newLDR\\_81.htm](http://www.mindtools.com/pages/article/newLDR_81.htm)

**When Conflict Arises: Working with Emotion** (video-16:21)

<https://www.wsems.us/multimedia/videos/when-conflict-arises/>  
**Handling Disagreements Productively** [http://parents-teachers.com/lib/Disagreements Between Parents And Teachers - Handling Them Productively/](http://parents-teachers.com/lib/Disagreements%20Between%20Parents%20And%20Teachers%20-%20Handling%20Them%20Productively/)

**The Big Bang Theory on Active Listening** (video-1:55)

[https://www.youtube.com/watch?v=3\\_dAkDsBQyk](https://www.youtube.com/watch?v=3_dAkDsBQyk)

**5 Ways to Listen Better**(TED Talk video-7:51)

<https://www.youtube.com/watch?v=cSohjIYQI2A>

**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!**

**[www.wifacets.org](http://www.wifacets.org)**

**877-374-0511**

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