

CAN WE TALK WORKSHOP

Can We Talk

Building Bridges & Trust

Overview

1. PLANNING

2. ROOM PREPARATION

3. WORKSHOP DESIGN & DETAILS

5 mins	Introductions from champion & management sponsor
10 mins	PART I - workshop design, objectives, & ground rules
45 mins	PART II - first fish bowl with GLBT individuals in inner circle
45 mins	PART III – dinner/snack break – encourage people to ask questions to make the most out of this learning event
45 mins	PART IV – second fish bowl with leadership team in inner circle
15 mins	PART V – debrief, share learnings
2 ¾ hrs	total time

1. PLANNING

- CWT facilitators meet with leadership team representatives
 - review workshop design
 - assess organization's readiness
 - identify champion & management sponsor (can be the same person)
 - identify issues to address in workshop
 - identify individuals who will be organization-to-network contacts
 - determine workshop date, time, and location
- GLBT network solicits volunteers for workshop
 - strive for diverse representation

2. ROOM PREPARATION

- large enough to arrange 2 concentric circles of chairs
- chairs for all participants
- 2 flip charts, markers and easels: pre-write objectives and ground rules
- name tags
- dinner/snack break refreshments (and table)

3. WORKSHOP DESIGN & DETAILS

Introduction ~ approx. 5 mins

- Champion shares motivation to do this workshop and introduces management sponsor
- Management sponsor set the stage for his/her team - say a few words as to why this workshop is important and how it fits in with the organization's strategies

Note: Champion and management sponsor maybe be the same person

Part I – Facilitators explain workshop design, objectives, and ground rules, 10 mins

- Explain fish bowl concept, order of group engagement, and facilitation
- Share objectives - ask if anyone has additional objectives

Objectives for LGBT Patient Group

1. Share issues important when receiving health care
2. Appreciate the value of openly talking to health care providers
3. Learn what supportive health care can be and how to ask for it

Objectives for *Health Care Provider Group*

1. Understand issues LGBT patients bring to their medical practice
 2. Examine personal feelings toward LGBT patients and how they affect treatment
 3. Share best practices with peer providers
- Share ground rules and get buy-in that they are acceptable
 1. Talk about your feelings & speak from your experiences
 2. Listen when others are speaking
 3. Confidentiality is expected of all – solicit the group for agreement
 4. Be respectful of time so that everyone who wants to talk can
 5. Relax and it's okay to have fun
 6. Please turn off pagers and cell phones

Part II - Fish Bowl with LGBT group on the inside, approx. 45 mins

- Two concentric circles of chairs, LGBT volunteer group are requested to form an inner circle
 - Facilitator asks questions that are designed to let the listening group become aware of the issues that LGBT people deal with regularly
 - The outside circle simply listens, it is OK to ask a clarifying question if a word or topic being discussed is not understood, no other talking is should be allowed
- Part III – dinner, or snack break, encourage people to ask questions in order to make the most out of this unique learning event, variable - 45 mins if dinner
- The provider group has now been sensitized to some issues
 - Encourage people to ask direct questions, share their reactions, share their concerns, this is the only part of the workshop where direct conversations can take place
 - Optional Exercise - when talking about personal relationships, families, etc. ask that gender specific pronouns or titles, e.g. wife, boyfriend, he, she, etc. or not used to simulate the effect of being in the closet

Part IV - Fish Bowl with Non-GLBT/Sponsoring group on the inside (approx. 1 hr)

- Two concentric circles of chairs, Provider Group on the inside
- Facilitator asks questions that are designed to have the Provider Group share learnings, talk about their experiences, their role as a Provider and as a manager responsible for inclusive work environments and individual safety
- It may take several questions before this group opens up, the facilitator may want role model by sharing some of his/her experiences to help the group engage

Part V - Debrief (approx. 15 mins)

- Let individuals vent, to a point, capture main points and move on
- Record responses
- Encourage group to share workshop experience with others

