



TRANSCRIPT

Depression and Bipolar
Support Alliance

DBSA Chapter Leadership Online Learning
Facilitator Orientation Series 4, Session 2
Case Study Discussions

November 16th, 2005 7:00 p.m. Central Time

Facilitated by Matt Mattson, Chapter Relations Manger – DBSA

DBSA Matt (Nov 16, 2005 8:00:00 PM)

Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this second session of the Online Facilitator Orientation Series. We'll be starting a few minutes after 7:00 p.m. CT, to give everyone a chance to get logged in. Thanks for your patience, and feel free to chat amongst yourselves in the meantime!

HC (Nov 16, 2005 8:00:02 PM)

i'll see how it goes

Justin (Nov 16, 2005 8:00:02 PM)

Hey Matt

DBSA Matt (Nov 16, 2005 8:00:08 PM)

Hey all...

HC (Nov 16, 2005 8:00:11 PM)

hi

Chrysta-Baton Rouge (Nov 16, 2005 8:00:13 PM)

HI MATT

HC (Nov 16, 2005 8:00:21 PM)

wb

Rob (Nov 16, 2005 8:00:32 PM)

yo

ophelia (Nov 16, 2005 8:00:43 PM)

hi Matt

edwina (Nov 16, 2005 8:00:46 PM)

so this is about how to become a chapter leader

HC (Nov 16, 2005 8:00:54 PM)

duhhhhhhhlolo

HC (Nov 16, 2005 8:01:03 PM)

:)

Chrysta-Baton Rouge (Nov 16, 2005 8:01:22 PM)
edwina..

edwina (Nov 16, 2005 8:01:25 PM)
yes

DBSA Matt (Nov 16, 2005 8:01:33 PM)
Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this second session of the Online Facilitator Orientation Series. We'll be starting a few minutes after 7:00 p.m. CT, to give everyone a chance to get logged in. Thanks for your patience, and feel free to chat amongst yourselves in the meantime!

edwina (Nov 16, 2005 8:01:45 PM)
you said that already Matt

JoelSaX (Nov 16, 2005 8:01:49 PM)
I think Matt is robotized.

ophelia (Nov 16, 2005 8:01:49 PM)
bot message

Chrysta-Baton Rouge (Nov 16, 2005 8:01:52 PM)
this is the 2nd class in a 3 part series

DBSA Matt (Nov 16, 2005 8:01:53 PM)
Yes indeed....

DBSA Matt (Nov 16, 2005 8:01:59 PM)
I am not a robot.

HC (Nov 16, 2005 8:02:00 PM)
no need 2 repeat

ophelia (Nov 16, 2005 8:02:01 PM)
i was at the first

DBSA Matt (Nov 16, 2005 8:02:02 PM)
:-)

JoelSaX (Nov 16, 2005 8:02:12 PM)
Then you're a cyborg, Matt.

ophelia (Nov 16, 2005 8:02:24 PM)
no, just his message

HC (Nov 16, 2005 8:02:26 PM)
we get porn bots on this site

Chrysta-Baton Rouge (Nov 16, 2005 8:02:26 PM)
hi matt

edwina (Nov 16, 2005 8:02:31 PM)
well if I missed the first one why would I stay for the second one

HC (Nov 16, 2005 8:02:33 PM)
is there anyway u can delet them

mirage (Nov 16, 2005 8:02:35 PM)
:(

ophelia (Nov 16, 2005 8:02:42 PM)
different subject wina

mirage (Nov 16, 2005 8:02:44 PM)
:\$

JoelSaX (Nov 16, 2005 8:02:47 PM)
HC, just the thing we need for a party of bipolars, eh? :D

HC (Nov 16, 2005 8:02:51 PM)
LOL

HC (Nov 16, 2005 8:02:54 PM)
but it's true

ophelia (Nov 16, 2005 8:03:00 PM)
brb

mirage (Nov 16, 2005 8:03:01 PM)
:!

edwina (Nov 16, 2005 8:03:05 PM)
do I need a number two pencil

HC (Nov 16, 2005 8:03:07 PM)
>:o

♥~enigma~♥ (Nov 16, 2005 8:03:15 PM)
edwina, whats it about?

Rob (Nov 16, 2005 8:03:15 PM)
admission is the first step to recovery

Chrysta-Baton Rouge (Nov 16, 2005 8:03:28 PM)
Do we have to fill in circles on the computer?

Bob (Nov 16, 2005 8:03:39 PM)
Good Rob, Ive been admitted several times

♥~enigma~♥ (Nov 16, 2005 8:03:52 PM)
what is this meeting about?

Rob (Nov 16, 2005 8:03:52 PM)
Ahh a frequent flier

Justin (Nov 16, 2005 8:03:54 PM)
good one bob

mirage (Nov 16, 2005 8:03:54 PM)
:}

mirage (Nov 16, 2005 8:03:58 PM)
:>

HC (Nov 16, 2005 8:04:03 PM)
>:o

♥~enigma~♥ (Nov 16, 2005 8:04:08 PM)
anyone know?

JoelSaX (Nov 16, 2005 8:04:10 PM)
Why is HC so mad?

♥~enigma~♥ (Nov 16, 2005 8:04:12 PM)
anyone see me?

HC (Nov 16, 2005 8:04:14 PM)
:D

JoelSaX (Nov 16, 2005 8:04:18 PM)
Hi enigma

HC (Nov 16, 2005 8:04:20 PM)
yes karen

♥~enigma~♥ (Nov 16, 2005 8:04:21 PM)
hi

DBSA Matt (Nov 16, 2005 8:04:25 PM)
Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this second session of the Online Facilitator Orientation Series! It's o.k. if you weren't here for the first session – we had technical glitches last month...

♥~enigma~♥ (Nov 16, 2005 8:04:29 PM)
well does anyone know what this meeting is about

Chrysta-Baton Rouge (Nov 16, 2005 8:04:40 PM)
Managing Facilitation Challenges

DBSA Matt (Nov 16, 2005 8:04:43 PM)
Facilitating Support groups -- enigma

Chrysta-Baton Rouge (Nov 16, 2005 8:04:51 PM)
what?

DBSA Matt (Nov 16, 2005 8:04:56 PM)
that's right, Chrysta... good to see you.

♥~enigma~♥ (Nov 16, 2005 8:04:56 PM)
oh ok , so i dont need to be here

♥~enigma~♥ (Nov 16, 2005 8:05:09 PM)
(This user has moved to DigiChat Foyer) (IP = 24.96.158.211)

Chrysta-Baton Rouge (Nov 16, 2005 8:05:11 PM)
Matt - would you make up your mind...

DBSA Matt (Nov 16, 2005 8:05:12 PM)
Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this second session of the Online Facilitator Orientation Series! It's o.k. if you weren't here for the first session – we had technical glitches last month...

DBSA Matt (Nov 16, 2005 8:05:19 PM)
Be sure to visit DBSA's Chapter Management Website (www.DBSAAlliance.org/ChapMgtEntrance.html) for TRANSCRIPTS from that first session held in previous months. There has been GREAT discussion.

JoelSaX (Nov 16, 2005 8:05:23 PM)
Will there be a transcript?

DBSA Matt (Nov 16, 2005 8:05:31 PM)
We've got about 35 people registered for tonight! That's a lot for an online chat, so please be patient and understanding, if you would.

DBSA Matt (Nov 16, 2005 8:05:45 PM)
We'll stop the FORMAL discussion at 8:00 p.m. CT, but informal discussion can continue after that... We won't be able to discuss EVERYTHING about facilitation, for sure, but we can get a start... Also, there is one more facilitator orientation chat sessions planned for this series:
December 21 – Case Study Discussions

ophelia (Nov 16, 2005 8:05:53 PM)
don't think we're gonna make 35 matt

DBSA Matt (Nov 16, 2005 8:06:04 PM)
There will be a transcript... yes.

JoelSaX (Nov 16, 2005 8:06:15 PM)
I decided to be a cat instead of a starfish.

DBSA Matt (Nov 16, 2005 8:06:20 PM)
Ophelia, that's o.k. I'm planning on about 11, even though 35 are registered.

JoelSaX (Nov 16, 2005 8:06:22 PM)
Thank you, Matt

DBSA Matt (Nov 16, 2005 8:06:23 PM)
Glad you're all here.

HC (Nov 16, 2005 8:06:29 PM)
:D

ophelia (Nov 16, 2005 8:06:32 PM)
i have to leave early, sorry

DBSA Matt (Nov 16, 2005 8:06:33 PM)
I'll try to make sure we stay on topic, so please be understanding if I try to redirect our conversation at any point...

JoelSaX (Nov 16, 2005 8:06:43 PM)
Yes sir!

DBSA Matt (Nov 16, 2005 8:06:46 PM)
Tonight we'll be discussing "Managing Facilitation Challenges" – whatever that means to you! I'll pose some questions and discussion points, and you can chime in as often as you like.

Chrysta-Baton Rouge (Nov 16, 2005 8:07:03 PM)
Hey Matt, I have some great pics of you from Ft. Worth.

DBSA Matt (Nov 16, 2005 8:07:04 PM)
Please just keep participating, and I'll try to send each of you a transcript of tonight's discussion (barring any technical glitches).

Chrysta-Baton Rouge (Nov 16, 2005 8:07:15 PM)
:)

DBSA Matt (Nov 16, 2005 8:07:17 PM)
I want to remind everyone that this is a session meant for SHARING best practices among chapter leaders – don't expect too many specific instructions from me during the discussion. You all have the answers, I'm just guiding the discussion.

DBSA Matt (Nov 16, 2005 8:07:29 PM)
Everyone ready to get started?

Chrysta-Baton Rouge (Nov 16, 2005 8:07:32 PM)
yep

Rob (Nov 16, 2005 8:07:35 PM)
guide away

JoelSaX (Nov 16, 2005 8:07:38 PM)
Ayep

Bob (Nov 16, 2005 8:07:38 PM)
go

DBSA Matt (Nov 16, 2005 8:07:46 PM)
Where's everyone typing from?

Chrysta-Baton Rouge (Nov 16, 2005 8:07:52 PM)
Baton Rouge

Bob (Nov 16, 2005 8:07:54 PM)
Wilmington, Delaware

Rob (Nov 16, 2005 8:07:54 PM)
their fingers

ophelia (Nov 16, 2005 8:07:57 PM)
Austin, TX

JoelSaX (Nov 16, 2005 8:07:57 PM)
Trabuco Canyon, Orange County, California

Justin (Nov 16, 2005 8:07:58 PM)
Tucson AZ

HC (Nov 16, 2005 8:08:00 PM)
nc

Rob (Nov 16, 2005 8:08:03 PM)
Tucson, AZ.

DBSA Matt (Nov 16, 2005 8:08:03 PM)
I'm in Chicago, in case you hadn't guessed.

HC (Nov 16, 2005 8:08:04 PM)
not tuscon

DBSA Matt (Nov 16, 2005 8:08:06 PM)
Nice, Rob.

DBSA Matt (Nov 16, 2005 8:08:25 PM)
Are you an experienced facilitator, or new to the idea?

Rob (Nov 16, 2005 8:08:33 PM)
I should of guessed...a White Sox fan

ophelia (Nov 16, 2005 8:08:39 PM)
i was a facilitator for a year

Chrysta-Baton Rouge (Nov 16, 2005 8:08:40 PM)
Over-Experienced

Bob (Nov 16, 2005 8:08:40 PM)
experienced

JoelSaX (Nov 16, 2005 8:08:49 PM)
Two sessions

Justin (Nov 16, 2005 8:08:51 PM)
semi

Justin (Nov 16, 2005 8:08:56 PM)
about 6 months

DBSA Matt (Nov 16, 2005 8:08:56 PM)
Easy Rob... not even close. We North Side Chicagoans are sensitive right now. Go Cubs.

Rob (Nov 16, 2005 8:08:57 PM)
brief experience by fire, Thanks Justin!

DBSA Matt (Nov 16, 2005 8:09:00 PM)
good... good...

Justin (Nov 16, 2005 8:09:07 PM)
welcome

DBSA Matt (Nov 16, 2005 8:09:10 PM)
A good mix, it looks like.

HC (Nov 16, 2005 8:09:14 PM)
ok :)

DBSA Matt (Nov 16, 2005 8:09:21 PM)
DBSA Support Groups are: A gathering of peers who assist, encourage, and enable each other in helping themselves. Each one follows his/her own unique path to wellness and chooses to make that journey in the company of others headed in the same direction.

DBSA Matt (Nov 16, 2005 8:09:34 PM)
DBSA Guidelines that every facilitator should begin EVERY Support Group meeting with: *Share the Air, *One person speaks at a time, *What is said here, stays here, *Differences of opinion are o.k., *We are all equal, *Use "I" language, *It's o.k. not to share, *It's everyone's responsibility to make the support group a safe place to share.

DBSA Matt (Nov 16, 2005 8:09:49 PM)
Everyone alright if we use these guidelines to guide our learning discussion tonight?

JoelSaX (Nov 16, 2005 8:09:56 PM)
Yes

Justin (Nov 16, 2005 8:09:58 PM)
yup

Chrysta-Baton Rouge (Nov 16, 2005 8:10:00 PM)
Fine.

Rob (Nov 16, 2005 8:10:01 PM)
ok

Bob (Nov 16, 2005 8:10:03 PM)
ok

DBSA Matt (Nov 16, 2005 8:10:17 PM)
I'll remind everyone that the success of this session is up to you... The more you participate the more valuable it is for everyone.

DBSA Matt (Nov 16, 2005 8:10:21 PM)

Getting to the topic of the evening... What are some examples of CHALLENGES you've faced (or could imagine facing) as a support group facilitator?

Bob (Nov 16, 2005 8:10:35 PM)

the monopolizer

Chrysta-Baton Rouge (Nov 16, 2005 8:10:39 PM)

Extra-chatty people

Rob (Nov 16, 2005 8:10:43 PM)

someone bogarting the conversations

HC (Nov 16, 2005 8:10:48 PM)

ppl not chatting

DBSA Matt (Nov 16, 2005 8:10:48 PM)

Good Bob... I'm guessing many of us know what you mean.

Justin (Nov 16, 2005 8:10:53 PM)

we have had 2 members lose tempers in a month

DBSA Matt (Nov 16, 2005 8:10:58 PM)

HC... you've got a quiet group.

JoelSaX (Nov 16, 2005 8:10:58 PM)

The people who want to talk about things that don't relate to their illness

Rob (Nov 16, 2005 8:11:04 PM)

boy have we!

DBSA Matt (Nov 16, 2005 8:11:06 PM)

Tempers flaring... o.k.

Chrysta-Baton Rouge (Nov 16, 2005 8:11:06 PM)

Suicidal members

HC (Nov 16, 2005 8:11:12 PM)

fight

DBSA Matt (Nov 16, 2005 8:11:12 PM)

Joel, like what?

ophelia (Nov 16, 2005 8:11:16 PM)

yes, joel...a big one

Rob (Nov 16, 2005 8:11:18 PM)

That too!

HC (Nov 16, 2005 8:11:25 PM)

TROLLS

DBSA Matt (Nov 16, 2005 8:11:26 PM)

Chrysta... yes, that's one of the biggest fears of many facilitators.

Bob (Nov 16, 2005 8:11:32 PM)

We bought timers and set them before the person speaks, the amount of time is based on the number of participants and the total time

HC (Nov 16, 2005 8:11:32 PM)

PORN BOTS

DBSA Matt (Nov 16, 2005 8:11:37 PM)

HC... you do online support groups, eh?

JoelSaX (Nov 16, 2005 8:11:43 PM)

Two people in my Tuesday night group talk about what they ate that day, what they've been doing with their stereos, etc.

DBSA Matt (Nov 16, 2005 8:11:55 PM)

Good examples, Joel... thanks.

ophelia (Nov 16, 2005 8:11:59 PM)

their pets

Bob (Nov 16, 2005 8:12:14 PM)

We have an agenda to keep people on topic

JoelSaX (Nov 16, 2005 8:12:17 PM)

And the problem is one of them is the main facilitator, Matt.

DBSA Matt (Nov 16, 2005 8:12:22 PM)

Go ahead everyone... keep 'em coming. What other challenges have you faced or could you imagine facing?

DBSA Matt (Nov 16, 2005 8:12:30 PM)

Ah, yes... Joel. that is a challenge.

Chrysta-Baton Rouge (Nov 16, 2005 8:12:34 PM)

Emotional people

DBSA Matt (Nov 16, 2005 8:12:41 PM)

Bob... that's good. What's on your agenda?

Rob (Nov 16, 2005 8:12:52 PM)

We try to touch on anyone in crisis...needs immediate attention

JoelSaX (Nov 16, 2005 8:12:55 PM)

I am in touch with the chapter leader about the problem and she supports my being here, Matt. OC has seven or so support groups.

DBSA Matt (Nov 16, 2005 8:12:56 PM)

Chrysta... How do you mean "emotional?" Crying, etc?

Bob (Nov 16, 2005 8:13:06 PM)

What was your biggest challenge this week, what was your biggest success,

DBSA Matt (Nov 16, 2005 8:13:12 PM)

Good, Joel... glad to have you here.

DBSA Matt (Nov 16, 2005 8:13:22 PM)

Rob... that's good, how can you gage who's in crisis?

Chrysta-Baton Rouge (Nov 16, 2005 8:13:37 PM)

That's exactly it. People who cry during their time to speak.

DBSA Matt (Nov 16, 2005 8:13:45 PM)

Lot's of people joining in... This is the Chapter Leadership Online Learning Facilitator Orientation chat until 8 p.m. Welcome.

Rob (Nov 16, 2005 8:13:47 PM)

we have to rely on the members to let us know...then we go from there

davidz (Nov 16, 2005 8:13:47 PM)

AM I in Chap Ldr?

Bob (Nov 16, 2005 8:13:47 PM)

Let them cry

Justin (Nov 16, 2005 8:13:57 PM)

the obvious symptoms as well rob

DBSA Matt (Nov 16, 2005 8:13:57 PM)

Chrysta... thanks.

DBSA Matt (Nov 16, 2005 8:14:00 PM)

David... yes.

Justin (Nov 16, 2005 8:14:10 PM)

(rob and I are in the same group)

DBSA Matt (Nov 16, 2005 8:14:11 PM)

All great examples. Facilitating comes with its fair share of tricky tasks. Here are some challenges I thought of before the program: *Person monopolizes discussion *Argument between participants *Participant crying unstopably *Participant leaving group angry/crying *Disruptive/Interrupting participant

DBSA Matt (Nov 16, 2005 8:14:25 PM)

Some other challenges might include: *Gossiping/Violating confidentiality policy *Abuse of telephone lists *Recommending medications **Sex" as a topic (in an inappropriate way) *Prescribing Religion or Spirituality to others *A participant is suicidal *A participant is violent toward others

Rob (Nov 16, 2005 8:14:45 PM)

sometimes the appearance alone tells the facilitators before the meeting even begins

DBSA Matt (Nov 16, 2005 8:14:53 PM)

Again, YOU ALL are the experts... so, WHAT ARE SOME EFFECTIVE WAYS TO MANAGE THESE CHALLENGES (in general -- we'll get into specific challenges later)? (just throw out some ideas.)

Chrysta-Baton Rouge (Nov 16, 2005 8:15:05 PM)

We hate to cut them off but they'll keep blabbing away if we don't. Somebody is always on standby for "personal time" to step outside of group and talk.

Justin (Nov 16, 2005 8:15:13 PM)

constant reminders of the "rules"

Rob (Nov 16, 2005 8:15:19 PM)

bingo..

DBSA Matt (Nov 16, 2005 8:15:19 PM)

Yes, Rob... that's true. Some groups have a formal way of gaging a person's need each night.. It isn't perfect, but it might be valuable.

DBSA Matt (Nov 16, 2005 8:15:31 PM)

Chrysta, that's a great idea (someone on stand-by)

Justin (Nov 16, 2005 8:15:32 PM)

we started that lately chrysta

Bob (Nov 16, 2005 8:15:39 PM)

us too

Rob (Nov 16, 2005 8:15:44 PM)

it really has been effective

DBSA Matt (Nov 16, 2005 8:15:49 PM)

Justin... that's good.

Chrysta-Baton Rouge (Nov 16, 2005 8:15:51 PM)

We have break times

ophelia (Nov 16, 2005 8:15:53 PM)

good idea

DBSA Matt (Nov 16, 2005 8:16:00 PM)

Sounds like a "best practice" good stuff.

JoelSaX (Nov 16, 2005 8:16:01 PM)

We have a rule that a person in crisis can talk as long as s/he pleases.

ophelia (Nov 16, 2005 8:16:10 PM)

how do you decide on standby person

davidz (Nov 16, 2005 8:16:11 PM)

how does stand by know when to act?

DBSA Matt (Nov 16, 2005 8:16:12 PM)
What are some other ways?

Justin (Nov 16, 2005 8:16:13 PM)
huh?

Rob (Nov 16, 2005 8:16:22 PM)
even if you only have 2 hour meetings?

DBSA Matt (Nov 16, 2005 8:16:25 PM)
Joel... does that ever get out of hand?

Bob (Nov 16, 2005 8:16:28 PM)
Our standby is a regular facilitator

Justin (Nov 16, 2005 8:16:29 PM)
Joel. how does that work?

DBSA Matt (Nov 16, 2005 8:16:39 PM)
good questions about the stand by person... very good.

Chrysta-Baton Rouge (Nov 16, 2005 8:16:41 PM)
things can get out of hand if you let the person keep talking

JoelSaX (Nov 16, 2005 8:16:42 PM)
No, if the facilitator guides the conversation.

DBSA Matt (Nov 16, 2005 8:16:45 PM)
anyone want to share?

JoelSaX (Nov 16, 2005 8:16:52 PM)
But that's the key.

DBSA Matt (Nov 16, 2005 8:16:57 PM)
Good, Joel... I'd agree.

ophelia (Nov 16, 2005 8:17:03 PM)
so you have more than one facilitator bob

elliott (Nov 16, 2005 8:17:14 PM)
matt-sorry is this a meeting to talk about running a Real Time support group

Chrysta-Baton Rouge (Nov 16, 2005 8:17:14 PM)
the facil is there to guide the groups conversation, not the individual

elliott (Nov 16, 2005 8:17:21 PM)
like in real life?

Bob (Nov 16, 2005 8:17:22 PM)
Yes, we do 4 groups each night, with a "hall person" standing by

DBSA Matt (Nov 16, 2005 8:17:23 PM)
Ophelia brings up a good point...

Rob (Nov 16, 2005 8:17:30 PM)
We have 4 at this time...I'm one of the newbies

ophelia (Nov 16, 2005 8:17:37 PM)
ty

Justin (Nov 16, 2005 8:17:40 PM)
I disagree with Joel, if you have a crisis...deal with it and move on with the group

DBSA Matt (Nov 16, 2005 8:17:44 PM)
Elliott, YES, but if you want to chime in with an online perspective, that might be interesting.

Bob (Nov 16, 2005 8:17:56 PM)
I agree with justin

JoelSaX (Nov 16, 2005 8:18:03 PM)
If the person is talking suicide, do you say "Thank you, now shut up"?

Rob (Nov 16, 2005 8:18:09 PM)
NOOOO

Chrysta-Baton Rouge (Nov 16, 2005 8:18:12 PM)
It's not uncommon for us to have 1 main facil and 2 co-facil with a group of 30

Justin (Nov 16, 2005 8:18:14 PM)
nope....they go right to the ER

Bob (Nov 16, 2005 8:18:16 PM)
No, you take them out of the group and deal 1-1

DBSA Matt (Nov 16, 2005 8:18:19 PM)
Alright... sounds like a good discussion brewing about whether to stick with a person in crisis and let the conversation go their direction, or to move on...

davidz (Nov 16, 2005 8:18:21 PM)
safety is #1

HC (Nov 16, 2005 8:18:22 PM)
hi

elliott (Nov 16, 2005 8:18:27 PM)
only comment-the real life support groups i've gone too here in seattle have been difficult because of the diff. severities of this illness

DBSA Matt (Nov 16, 2005 8:18:28 PM)
Chrysta... you have groups of 30?

DBSA Matt (Nov 16, 2005 8:18:35 PM)
Why not split up?

Chrysta-Baton Rouge (Nov 16, 2005 8:18:36 PM)
uh, yes

Justin (Nov 16, 2005 8:18:46 PM)
perhaps our definition of crisis is different

ophelia (Nov 16, 2005 8:18:47 PM)
true elliot

DBSA Matt (Nov 16, 2005 8:18:50 PM)
Elliott, you don't have that same issue online?

Chrysta-Baton Rouge (Nov 16, 2005 8:18:55 PM)
we do. we split up into smaller group

davidz (Nov 16, 2005 8:18:56 PM)
10-12 seems to work best

Bob (Nov 16, 2005 8:19:00 PM)
We find that 8-12 is a optimal size, too

DBSA Matt (Nov 16, 2005 8:19:01 PM)
Once these challenges happen, what CHARACTERISTICS (attitudes/demeanors) could facilitators try to have to be most effective?

elliott (Nov 16, 2005 8:19:01 PM)
nah matt-u can hide alot online

Chrysta-Baton Rouge (Nov 16, 2005 8:19:01 PM)
... groups

DBSA Matt (Nov 16, 2005 8:19:05 PM)
Once these challenges happen, what CHARACTERISTICS (attitudes/demeanors) could facilitators try to have to be most effective?

JoelSaX (Nov 16, 2005 8:19:08 PM)
Our primary purpose is to help those in emotional crisis. Sometimes getting them to the ER takes a little encouragement. For a human life, I would take that time.

DBSA Matt (Nov 16, 2005 8:19:11 PM)
I see, Elliott...

Rob (Nov 16, 2005 8:19:13 PM)
We are getting there as well...Talk of separate sub-groups during the week

HC (Nov 16, 2005 8:19:13 PM)
there are different rooms they can go 2

HC (Nov 16, 2005 8:19:16 PM)
online

elliott (Nov 16, 2005 8:19:17 PM)
in person-everyone pretty much sizes eachother up

DBSA Matt (Nov 16, 2005 8:19:20 PM)
Thanks for the clarification, Chrysta.

Justin (Nov 16, 2005 8:19:22 PM)
we run around 20 constantly

DBSA Matt (Nov 16, 2005 8:19:22 PM)
good.

DBSA Matt (Nov 16, 2005 8:19:39 PM)
Once these challenges happen, what CHARACTERISTICS (attitudes/demeanors) could facilitators try to have to be most effective?

JoelSaX (Nov 16, 2005 8:19:47 PM)
What do you mean, Matt?

Justin (Nov 16, 2005 8:19:56 PM)
usually firm works well

ophelia (Nov 16, 2005 8:20:14 PM)
within the facility, HC

JoelSaX (Nov 16, 2005 8:20:14 PM)
Compassion is important. Compassion with good boundaries.

elliott (Nov 16, 2005 8:20:15 PM)
take care all

Rob (Nov 16, 2005 8:20:16 PM)
caring...but firm

davidz (Nov 16, 2005 8:20:19 PM)
a plan has to be in place , no time to improvise

Justin (Nov 16, 2005 8:20:21 PM)
I have found that most of our members (including me) in crisis need direction

DBSA Matt (Nov 16, 2005 8:20:27 PM)
Joel... such as, What attitude do you need to keep in a crisis or challenge situation as a facilitator.

Justin (Nov 16, 2005 8:20:30 PM)
with compassion as well

Rob (Nov 16, 2005 8:20:33 PM)
Oh yeah!

DBSA Matt (Nov 16, 2005 8:20:36 PM)
good, Joel.

elliott (Nov 16, 2005 8:20:43 PM)
ciao

DBSA Matt (Nov 16, 2005 8:20:51 PM)
DAVIDZ brings up a GREAT POINT!!! I'm going to ask about that in a moment.

DBSA Matt (Nov 16, 2005 8:21:03 PM)
Justin... what kind of direction do you mean?

DBSA Matt (Nov 16, 2005 8:21:19 PM)
Caring, but firm. That seems like a good mix.

Justin (Nov 16, 2005 8:21:40 PM)
they need to be told " we need to go outside and talk ", "we need to go call your advocate" and so on

Rob (Nov 16, 2005 8:21:48 PM)
I've had some really good teachers...that helps

Justin (Nov 16, 2005 8:22:01 PM)
if you leave too many decisions to them, it just makes it worse

davidz (Nov 16, 2005 8:22:05 PM)
I would like to know if the larger groups have difficulty retaining facilitators

DBSA Matt (Nov 16, 2005 8:22:08 PM)
When challenges arise, sometimes we're tested as facilitators and often challenges can be personal triggers for us... The idea of preparing with the right attitude, and expeting a challenge so that you can deal with it seems to help some.

Chrysta-Baton Rouge (Nov 16, 2005 8:22:09 PM)
Exactly

DBSA Matt (Nov 16, 2005 8:22:15 PM)
I see, Justin.

Rob (Nov 16, 2005 8:22:20 PM)
Tell me about it!

DBSA Matt (Nov 16, 2005 8:22:38 PM)
How could these challenges be AVOIDED / PREVENTED before they happen???

JoelSaX (Nov 16, 2005 8:22:46 PM)
I think we should be wary of cookie-cutter answers, Matt. It is important to ~listen~ well to the person and speak to that person as a person.

Bob (Nov 16, 2005 8:23:03 PM)
You need to set expectations with the group ground rules

Rob (Nov 16, 2005 8:23:10 PM)
Alright, but sometimes cookies are the best way

Chrysta-Baton Rouge (Nov 16, 2005 8:23:18 PM)

Davidz - Our group rotates facil constantly, even if someone doesn't feel "burnt out".

Justin (Nov 16, 2005 8:23:20 PM)

literally huh rob

davidz (Nov 16, 2005 8:23:24 PM)

avoidance no way

DBSA Matt (Nov 16, 2005 8:23:26 PM)

I agree, Joel... There's a neat concept called 3 Level listening that some professions use.

JoelSaX (Nov 16, 2005 8:23:29 PM)

Yes, Rob, now and then I use them. But only after listening.

Rob (Nov 16, 2005 8:23:42 PM)

I think I'll have another

Justin (Nov 16, 2005 8:23:46 PM)

we have 4 in our meetings (facilitators) and we usually all run the meeting

Justin (Nov 16, 2005 8:23:58 PM)

it works VERY well to tag team

DBSA Matt (Nov 16, 2005 8:24:14 PM)

The idea is to get past just listening for oneself. Then get past the "active" listening we've been taught. Then to get to the idea of listening from above -- meta listening for what is really happening... listening to the person's background, and with your intuition.

Rob (Nov 16, 2005 8:24:19 PM)

unless the 3 others are out of town and it's 4:30.....on facilitation day...

Justin (Nov 16, 2005 8:24:48 PM)

well yeah that too rob

DBSA Matt (Nov 16, 2005 8:24:49 PM)

Have any of your groups developed a PROBLEM PREVENTION PLAN, or a CRISIS/EMERGENCY MANAGEMENT PLAN?

DBSA Matt (Nov 16, 2005 8:24:56 PM)

DAvid mentioned something about this earlier.

Rob (Nov 16, 2005 8:25:05 PM)

The listening thng was a tough one for me, but....

Justin (Nov 16, 2005 8:25:13 PM)

let the biggest guy deal with it

JoelSaX (Nov 16, 2005 8:25:14 PM)

Not that I know about, Matt. Other than referring the occasional problem member to the Chapter Council.

Justin (Nov 16, 2005 8:25:17 PM)
j/k

Chrysta-Baton Rouge (Nov 16, 2005 8:25:17 PM)
Yes, we have recently had to use it.

Bob (Nov 16, 2005 8:25:19 PM)
We have a "what to do if someone is suicidal memo we use

Raven (Nov 16, 2005 8:25:20 PM)
(This user has left DigiChat) (IP = 204.116.40.40)

DBSA Matt (Nov 16, 2005 8:25:27 PM)
Even if your group doesn't have a plan for crisis/emergency/challenging situation, what could you imagine would go into building one?

ophelia (Nov 16, 2005 8:25:44 PM)
what is chapter council?

Justin (Nov 16, 2005 8:25:46 PM)
we have done a few things

DBSA Matt (Nov 16, 2005 8:25:50 PM)
Chrysta, if you don't mind sharing... how did the plan work out?

JoelSaX (Nov 16, 2005 8:25:58 PM)
ophelia: The Chapter Board.

DBSA Matt (Nov 16, 2005 8:26:01 PM)
Bob... that's great.

ophelia (Nov 16, 2005 8:26:09 PM)
ty

davidz (Nov 16, 2005 8:26:17 PM)
we use a contract with the suicidal member that he will return next week

DBSA Matt (Nov 16, 2005 8:26:18 PM)
Bob... I'd recommend a "What to do if..."

Rob (Nov 16, 2005 8:26:25 PM)
we'll have to ask about what if someone wants to do the suicide thing right there with their "friends"?

Chrysta-Baton Rouge (Nov 16, 2005 8:26:27 PM)
I was really surprised that everyone and everything came through without a hitch.

JoelSaX (Nov 16, 2005 8:26:35 PM)
We do that, too, davidz

Justin (Nov 16, 2005 8:26:41 PM)
they extend past the meeting times, emergency third party contact info for our members (voluntary)

DBSA Matt (Nov 16, 2005 8:26:41 PM)
...someone's violent, ...someone's threatening, ...someone's breaking the law, etc.

Chrysta-Baton Rouge (Nov 16, 2005 8:26:42 PM)
I couldn't have done it better myself.

DBSA Matt (Nov 16, 2005 8:26:54 PM)
David... that sound's great.

JoelSaX (Nov 16, 2005 8:26:56 PM)
I've used a modified version for a fellow who was dreaming of killing his family. He was terrified.

DBSA Matt (Nov 16, 2005 8:27:09 PM)
Chrysta... great!

Justin (Nov 16, 2005 8:27:12 PM)
can we pick one matt?

Rob (Nov 16, 2005 8:27:17 PM)
breaking the law...that's clearly out of bounds and needs immediate attention...

DBSA Matt (Nov 16, 2005 8:27:20 PM)
sure.

DBSA Matt (Nov 16, 2005 8:27:28 PM)
Rob... what kind of attention?

DBSA Matt (Nov 16, 2005 8:27:52 PM)
a quiet moment...

Rob (Nov 16, 2005 8:27:57 PM)
Take care of the problem NOW instead of later

Bob (Nov 16, 2005 8:28:00 PM)
We state that confidentiality does NOT extend to breaking the law or endangering a child

ophelia (Nov 16, 2005 8:28:02 PM)
i have to leave early. sorry for the interruption and education.

DBSA Matt (Nov 16, 2005 8:28:04 PM)
Call the police?

Bob (Nov 16, 2005 8:28:20 PM)
Maybe,

Chrysta-Baton Rouge (Nov 16, 2005 8:28:23 PM)
We also have contracts available for members

JoelSaX (Nov 16, 2005 8:28:23 PM)

We also don't include suicidal intentions in confidentiality.

Justin (Nov 16, 2005 8:28:23 PM)

have in house cops in our group

DBSA Matt (Nov 16, 2005 8:28:27 PM)

Good, Bob. Yes, Confidentiality should go only so far.

Rob (Nov 16, 2005 8:28:38 PM)

We'llllll...is the resot of the group in danger...?

davidz (Nov 16, 2005 8:28:46 PM)

first try to talk quietly with member

Justin (Nov 16, 2005 8:29:01 PM)

we have fifty scenarios working here....

DBSA Matt (Nov 16, 2005 8:29:02 PM)

If then, Rob?

Rob (Nov 16, 2005 8:29:08 PM)

if so, YES...Otherwise handle it quietly

DBSA Matt (Nov 16, 2005 8:29:14 PM)

o.k.

JoelSaX (Nov 16, 2005 8:29:15 PM)

In the case of the fellow who was dreaming of killing his family, I asked him (as we do for suicidal thoughts) "Do you have a plan?"

DBSA Matt (Nov 16, 2005 8:29:24 PM)

DBSA Gold Coast (FL) has suggested these 9 steps to managing a crisis (such as a suicidal participant)... Here they are

DBSA Matt (Nov 16, 2005 8:29:37 PM)

1. Stay calm. Don't over-react. 2. Always take a person seriously. Don't under-react. 3. Express concern. Be honest and descriptive. Provide the suicidal person with concrete examples of their behaviors that lead you to believe they are in danger, e.g., "You haven't been eating or sleeping." "You seem very distant and distraught." 4. Listen attentively. Maintain eye contact. Use body language such as moving closer to the person or holding his hand, if appropriate.

DBSA Matt (Nov 16, 2005 8:29:56 PM)

5. Ask direct questions. Determine how SPECIFIC, how AVAILABLE, and how LETHAL their suicide plan is. 6. Acknowledge feelings. Be empathetic, not judgmental. Do not relieve a person of responsibility for his actions. Acknowledge that they do have ultimate control over the decision to take their own life. 7. Reassure. Stress that suicide is a PERMANENT solution to TEMPORARY problems. Provide HOPE without making false promises. Remind them that there is HELP and that things WILL GET BETTER. Try to remind him of a time when things seemed hopeless and then got better.

JoelSaX (Nov 16, 2005 8:30:14 PM)

When he said no, I told him to go to the ER should he go out to buy a chainsaw and also to give

me a call. It was a relief for him to hear that. He really didn't want to kill his family. He was in tears.

DBSA Matt (Nov 16, 2005 8:30:23 PM)

8. Don't promise confidentiality. Don't make unrealistic promises, e.g., no hospitalization. 9. Get immediate professional help if someone else can't take over. Support Group Facilitators are not expected to be caregivers or therapists for each Group member. Do your best to listen, problem solve and be informed about community resources. 10. Don't hesitate to call 911.

Rob (Nov 16, 2005 8:30:44 PM)

Wow, that is deep..but necessary....

Justin (Nov 16, 2005 8:31:01 PM)

things we do rob....just less formal

DBSA Matt (Nov 16, 2005 8:31:03 PM)

As a resource, I'm going to post some information on managing suicidality. I hope you find it helpful. Here goes...

Bob (Nov 16, 2005 8:31:18 PM)

Delaware has a Mobile Crisis Team that is an alternative to 911

DBSA Matt (Nov 16, 2005 8:31:20 PM)

This will be a lot of text, but this way it's in the transcript if you don't get to read it all...

davidz (Nov 16, 2005 8:31:24 PM)

we stay with a stricken fellow until resolution of the crisis

DBSA Matt (Nov 16, 2005 8:31:31 PM)

Feel free to keep chatting while I post this information.

DBSA Matt (Nov 16, 2005 8:31:42 PM)

Recognizing Warning Signs in Others Sometimes even health care professionals have difficulty determining how close a person may be to attempting suicide. As a friend or family member, you can't know for certain either. If you sense there is a problem, ask the person direct questions and point out behavior patterns that concern you. Remind the person that you care about them and are concerned. Talking about suicide with someone will not plant the idea in his or her head. If necessary, suggest that they make appointment to see their doctor and offer to go with them if you sense they would have difficulty doing it on their own. If you believe that immediate self-harm is possible, take the person to a doctor or hospital emergency room immediately.

Chrysta-Baton Rouge (Nov 16, 2005 8:31:58 PM)

Baton Rouge also has several alternates to 911 for crisis'

DBSA Matt (Nov 16, 2005 8:32:23 PM)

- Feelings of despair and hopelessness Often times, people with depression talk about extreme, feelings of hopelessness, despair and self-doubt with those closest to them. The more extreme these feelings grow, and the more often they are described as "unbearable," the more likely it is that the idea of suicide may enter the person's mind.
- Taking care of business When a person is "winding up his or her affairs" and making preparations for the family's welfare after he or she is gone, it is a good chance they are considering self-harm or suicide.
- Rehearsing suicide Rehearsing suicide, or seriously discussing specific suicide methods, are also indications of a commitment to follow through. Even if the person's suicidal intention seems to come and go, such

preparation makes it that much easier for the individual to give way to a momentary impulse. • Drug or alcohol abuse A person with worsening depression may abuse drugs or alcohol. These substances can worsen symptoms of depression or mania, decrease the

Rob (Nov 16, 2005 8:32:46 PM)

what if the social service agencies in your area are marginal at best?

davidz (Nov 16, 2005 8:33:00 PM)

can we move to monopolizing group?

DBSA Matt (Nov 16, 2005 8:33:16 PM)

Rob... great question... sometimes DBSA is the best resource available...

JoelSaX (Nov 16, 2005 8:33:17 PM)

OC DBSA has started training police officers in handling mental episodes

DBSA Matt (Nov 16, 2005 8:33:37 PM)

Quickly I'll post the last of the Suicide information... then to MONOPOLIZING A GROUP.

Rob (Nov 16, 2005 8:33:39 PM)

Can we do more of that????

DBSA Matt (Nov 16, 2005 8:33:45 PM)

What You Can Do to Help Someone Among the many things you can do to help a depressed person who may be considering suicide, most involve simply talking and listening. Do not take on the role of therapist. Often times we just want someone to listen. Though this may be difficult, here are some approaches that have worked for others: • Express empathy and concern Severe depression is usually accompanied by a self-absorbed, uncommunicative, withdrawn state of mind. When you try to help, you may be met by an individual's reluctance to discuss what he or she is feeling. At such times, it is important to acknowledge the reality of the pain and hopelessness he or she is experiencing. Resist the urge to function as a therapist, which can ultimately create more feelings of rejection for the person, who doesn't want to be "told what to do." Remain a supportive friend and encourage continued treatment. • Describe specific behaviors and events that trouble you. If you can explain particular ways a persons' behavior has

DBSA Matt (Nov 16, 2005 8:33:58 PM)

What You Can Do to Help Someone Among the many things you can do to help a depressed person who may be considering suicide, most involve simply talking and listening. Do not take on the role of therapist. Often times we just want someone to listen. Though this may be difficult, here are some approaches that have worked for others: • Express empathy and concern Severe depression is usually accompanied by a self-absorbed, uncommunicative, withdrawn state of mind. When you try to help, you may be met by an individual's reluctance to discuss what he or she is feeling. At such times, it is important to acknowledge the reality of the pain and hopelessness he or she is experiencing. Resist the urge to function as a therapist, which can ultimately create more feelings of rejection for the person, who doesn't want to be "told what to do." Remain a supportive friend and encourage continued treatment. • Describe specific behaviors and events that trouble you. If you can explain particular ways a persons' behavior has

DBSA Matt (Nov 16, 2005 8:34:04 PM)

oops.

DBSA Matt (Nov 16, 2005 8:34:21 PM)

• Work with professionals Never promise confidentiality if you believe someone is very close to suicide. Keep the person's doctor or therapist informed of any thoughts of suicide. If possible it is

best to encourage the person to discuss it with doctors themselves, but you should be ready to confirm that those discussions have taken place. This may involve making an appointment to visit the doctor together or calling the doctor on your own. Be aware that a doctor will not be able to discuss the person's condition with you. You should only call to inform the doctor of your concern.

DBSA Matt (Nov 16, 2005 8:34:33 PM)

- Stress that the person's life is important to you and to others. Many people find it awkward to put into words how another person's life is important for their own well-being. Emphasize in specific terms the ways in which the person's suicide would be devastating to you and others. Share personal stories or pictures of past events.
- Be prepared for anger The person may express anger and feel betrayal by your attempt to prevent their suicide or get them into treatment. Be strong. Realize that these reactions are caused by the illness and should pass once the person has received the proper treatment.
- Always be supportive A person who has thought about or attempted suicide will most likely have feelings of guilt and shame. Be supportive and assure the person that their actions were caused by an illness that can be treated. Offer your continued support to help them recover.

DBSA Matt (Nov 16, 2005 8:34:45 PM)

- Take care of yourself It is not uncommon for friends and family members to experience stress or symptoms of depression when dealing with a suicidal person. You can only help the person through their own treatment with encouragement and support. You cannot get better for them. Do not focus all of your energy on the one person, ask friends and family to join you in providing support and keep to your normal routine as much as possible. Pay attention to your own feelings and seek help if you need it.

DBSA Matt (Nov 16, 2005 8:35:09 PM)

That's a lot of information, I know... But hopefully you'll find it helpful for what is the most common concern that facilitators share with me – suicidal participants. This topic isn't nearly as dangerous, but one of the biggest concerns I've seen facilitators have is, "HOW DO I INTERRUPT SOMEONE THAT TALKS WAY TOO MUCH?" Anyone have thoughts on this?

Chrysta-Baton Rouge (Nov 16, 2005 8:35:09 PM)

Work with them. All I had to do here was find a sheriff at a coffee shop (big surprise) and ask him who to call to get information. I took it from there. Next year I plan to have the Sheriff's Office speak to our group every 3 months or so about "What to do if..."

DBSA Matt (Nov 16, 2005 8:35:26 PM)

That's awesome, Chrysta!

JoelSaX (Nov 16, 2005 8:35:34 PM)

Sometimes it is telling the Sheriff what to do if....

DBSA Matt (Nov 16, 2005 8:35:38 PM)

This topic isn't nearly as dangerous, but one of the biggest concerns I've seen facilitators have is, "HOW DO I INTERRUPT SOMEONE THAT TALKS WAY TOO MUCH?" Anyone have thoughts on this?

Rob (Nov 16, 2005 8:35:41 PM)

Those are really GOOD...Oouch...that hit below the belt.....

Justin (Nov 16, 2005 8:35:55 PM)

we just tell them we have to move on

JoelSaX (Nov 16, 2005 8:35:57 PM)

We have a timer for those who are not in crisis, Matt.

Bob (Nov 16, 2005 8:35:59 PM)

The monopolizer is difficult because mama told us not to interrupt, but if you are feeling uncomfortable, so is the group, and as the facilitator you need to firmly hold the time limits, the group will support you

Chrysta-Baton Rouge (Nov 16, 2005 8:36:03 PM)

Here's a thought.. Hey Matt. We've moved on...

DBSA Matt (Nov 16, 2005 8:36:13 PM)

GREAT point, Bob.

HC (Nov 16, 2005 8:36:13 PM)

lol

JoelSaX (Nov 16, 2005 8:36:13 PM)

When you hit the five minute mark, it's time to stop and hear the feedback.

DBSA Matt (Nov 16, 2005 8:36:26 PM)

Do you all have specific time limits (sounds like some do for sure.)

Bob (Nov 16, 2005 8:36:26 PM)

We use timers too

Justin (Nov 16, 2005 8:36:30 PM)

everyone knows the rules going in to the meeting. if they choose to ignore them, we gently remind them

Diana (Nov 16, 2005 8:36:31 PM)

(This user has entered Chapter Leader Online Learning) (IP = 69.155.124.206)

DBSA Matt (Nov 16, 2005 8:36:51 PM)

Justin... that's the epitome of facilitation. Gently reminding.

Bob (Nov 16, 2005 8:37:01 PM)

We divide the allotted time by the number of people and that is each person's limit

Rob (Nov 16, 2005 8:37:16 PM)

That's a tough thing to do with a larger group....

DBSA Matt (Nov 16, 2005 8:37:22 PM)

That's great Bob... Can people yield their time to others if needed?

Bob (Nov 16, 2005 8:37:36 PM)

If someone "passes" we finish everyone, then allocate the remaining time

davidz (Nov 16, 2005 8:37:36 PM)

20% of a group do 80% of the speaking. How to involve the others?

DBSA Matt (Nov 16, 2005 8:37:36 PM)
Rob... that's why it is so important to keep groups under 12.

DBSA Matt (Nov 16, 2005 8:37:45 PM)
good, Bob.

DBSA Matt (Nov 16, 2005 8:38:07 PM)
David... Do the other 80% want to talk more? probably, but that's the first question to ask.

Justin (Nov 16, 2005 8:38:09 PM)
we tried splitting groups here.....nightmare

Rob (Nov 16, 2005 8:38:10 PM)
We don't want to make it like a Council Meeting...That's why we are looking for other group sites and times

DBSA Matt (Nov 16, 2005 8:38:29 PM)
In some professions, they actually teach a skill called, "BLURTING." Blurting is easy to do in a chat room like this one, because it isn't rude to "say" something while others are talking, but in a support group, it can seem rude.

DBSA Matt (Nov 16, 2005 8:38:47 PM)
What are some safe phrases you could BLURT out to move the discussion along, and not cause too much conflict??????

Rob (Nov 16, 2005 8:38:55 PM)
Robert's rules of order...I see what you mean...

davidz (Nov 16, 2005 8:39:01 PM)
my 20% dominate

JoelSaX (Nov 16, 2005 8:39:10 PM)
Yes, cracking a joke when someone is talking about how he saw his sister run over by a truck is a bit inappropriate.

Rob (Nov 16, 2005 8:39:16 PM)
just like at church

Justin (Nov 16, 2005 8:39:21 PM)
we would like to hear more, but.....

DBSA Matt (Nov 16, 2005 8:39:22 PM)
Indeed, Joel.

DBSA Matt (Nov 16, 2005 8:39:29 PM)
That's a good one, Justin.

JoelSaX (Nov 16, 2005 8:39:38 PM)
I've seen it happen, though not quite that scenario, Matt.

Rob (Nov 16, 2005 8:39:41 PM)
Sorry Justin!

Chrysta-Baton Rouge (Nov 16, 2005 8:39:42 PM)

Sometimes a break in the speech of the monopolizer ie: "Let's here what the group has to say" or you can throw it to another facilitator - ie: "What were you going to say, Susan?"

Justin (Nov 16, 2005 8:39:45 PM)

or my favorite.....

Justin (Nov 16, 2005 8:40:04 PM)

Well, what can the group help you do about that?

DBSA Matt (Nov 16, 2005 8:40:14 PM)

That's GREAT Justin...

Rob (Nov 16, 2005 8:40:27 PM)

Teacher's Pet!

JoelSaX (Nov 16, 2005 8:40:28 PM)

That is a good one, Justin. :)

DBSA Matt (Nov 16, 2005 8:40:41 PM)

Do any of your groups "allow"/empower the other members to blurt things out to stop monopolizers?

DBSA Matt (Nov 16, 2005 8:40:47 PM)

Some BLURTING phrases I know include: ****"Thank you very much _____, I hate to interrupt, but we've got to SHARE THE AIR." ****"It sounds like _____, thanks for sharing." ****"May I ask if anyone else is experiencing something similar?"

Justin (Nov 16, 2005 8:40:51 PM)

makes the speaker realize they were rambling and not looking for assistance

Chrysta-Baton Rouge (Nov 16, 2005 8:41:26 PM)

I usually give them the opportunity to stop before I cut them off.

Justin (Nov 16, 2005 8:41:29 PM)

thats the facilitators "job"

JoelSaX (Nov 16, 2005 8:41:38 PM)

Hmmmm. In our groups, we leave it to the facilitator. One of them is good about cutting it and the other isn't. I might try those tricks.

Rob (Nov 16, 2005 8:41:43 PM)

exactly

davidz (Nov 16, 2005 8:41:52 PM)

I have not been clear. My dominators have an answer for everyone's problems.

Justin (Nov 16, 2005 8:42:09 PM)

david

JoelSaX (Nov 16, 2005 8:42:19 PM)

The whole group is responsible for how the group runs. So why can't members intervene when there is a runnymouth crisis?

DBSA Matt (Nov 16, 2005 8:42:22 PM)

I know some groups love giving all the participants pieces of paper to hold up when anyone is "breaking" a guideline... that let's everyone really do the last guideline, my favorite.

DBSA Matt (Nov 16, 2005 8:42:31 PM)

That's the one, Joel.

DBSA Matt (Nov 16, 2005 8:42:37 PM)

good...

Justin (Nov 16, 2005 8:42:37 PM)

invite them to share that with the other member after the meeting...pretty soon they have too many people to talk to

Rob (Nov 16, 2005 8:42:50 PM)

wouldn't work for us....

JoelSaX (Nov 16, 2005 8:43:03 PM)

Or none at all, Justin....still, they might have to learn some social skills

DBSA Matt (Nov 16, 2005 8:43:21 PM)

David... That's a good, specific question. What about when a monopolizer answers everyone's problem and tries to solve everyone's problems/????? all?

Justin (Nov 16, 2005 8:43:22 PM)

lol...true

davidz (Nov 16, 2005 8:43:28 PM)

hey they are bipolars ,remember

DBSA Matt (Nov 16, 2005 8:43:37 PM)

What would work for you, Rob.

DBSA Matt (Nov 16, 2005 8:43:44 PM)

Good, point, David.

JoelSaX (Nov 16, 2005 8:43:46 PM)

If it's me, check to see if I have taken my lithium. :D

Rob (Nov 16, 2005 8:43:46 PM)

With some though, we have to almost dig something out of them

Justin (Nov 16, 2005 8:43:51 PM)

redirect them to the I language

Justin (Nov 16, 2005 8:44:08 PM)

sorry rob...go

Rob (Nov 16, 2005 8:44:12 PM)

The quiet ones sometimes are those who for whatever reason, not feel otherwise like speaking up

Davidz (Nov 16, 2005 8:44:23 PM)
mine are vskilled in the rules of the game.

Rob (Nov 16, 2005 8:44:44 PM)
Oooh.....

JoelSaX (Nov 16, 2005 8:44:44 PM)
It's hard when the facilitator engages in that kind of behavior because then people get confused about their boundaries and about their personal power/responsibility for the group.

DBSA Matt (Nov 16, 2005 8:44:49 PM)
I know this is simplistic... but I always start by advising leaders to sit down with individuals (whether the quiet ones or the monopolizers) and set small goals based on what THEY really want from the group.

JoelSaX (Nov 16, 2005 8:45:12 PM)
I like that, Matt.

DBSA Matt (Nov 16, 2005 8:45:20 PM)
What are some other "Facilitator Challenges" topics you'd like to discuss with your fellow chapter leaders and facilitators tonight??? I invite you to use the rest of the time for your needs.

Davidz (Nov 16, 2005 8:45:20 PM)
I will try that!

Rob (Nov 16, 2005 8:45:27 PM)
That's great, but what if the troubled ones are those who are habitually late...

Chrysta-Baton Rouge (Nov 16, 2005 8:45:43 PM)
Does the door close?

JoelSaX (Nov 16, 2005 8:45:48 PM)
Rob, I'd give them time unless it is right at the end of the meeting when they walk in.

DBSA Matt (Nov 16, 2005 8:45:56 PM)
Ahhh... yes, Rob. Another good reason to help them set goals after the meeting... Chrysta brings up a good point.

Justin (Nov 16, 2005 8:46:10 PM)
we have some that do it always

DBSA Matt (Nov 16, 2005 8:46:11 PM)
Chrysta, do you keep the latecomers out?

Rob (Nov 16, 2005 8:46:16 PM)
Yeah, but some paranoid types tend to freak out if you lock doors

Justin (Nov 16, 2005 8:46:26 PM)
thanx rob

Chrysta-Baton Rouge (Nov 16, 2005 8:46:26 PM)
We use to close the door

JoelSaX (Nov 16, 2005 8:46:32 PM)
I would, Rob.

Chrysta-Baton Rouge (Nov 16, 2005 8:46:37 PM)
and keep late comers out

davidz (Nov 16, 2005 8:46:39 PM)
all should be welcome

DBSA Matt (Nov 16, 2005 8:46:58 PM)
Often late arrival is a way for people to get attention to themselves... Might be symptomatic, might be because they're running late from work, or it might be passive-aggressive.

Rob (Nov 16, 2005 8:47:06 PM)
I agree with davidz, since we have some who have to rely on public transportation

DBSA Matt (Nov 16, 2005 8:47:07 PM)
What other challenges are out there?

Justin (Nov 16, 2005 8:47:07 PM)
i agree with david

davidz (Nov 16, 2005 8:47:13 PM)
DEpressives may take courage to just show up

Chrysta-Baton Rouge (Nov 16, 2005 8:47:15 PM)
However, they learned how disruptive it was and we came to an understanding.

HC (Nov 16, 2005 8:47:18 PM)
tgrue

HC (Nov 16, 2005 8:47:20 PM)
true

DBSA Matt (Nov 16, 2005 8:47:22 PM)
Yes, David...

JoelSaX (Nov 16, 2005 8:47:27 PM)
Depressives being overwhelmed by the bipolars.

Justin (Nov 16, 2005 8:47:41 PM)
it happens joel

JoelSaX (Nov 16, 2005 8:47:48 PM)
And schizoaffectives feeling like second class citizens.

DBSA Matt (Nov 16, 2005 8:47:53 PM)
That's a good example of a real challenge -- bipolar domination in a D/BP support group.

Rob (Nov 16, 2005 8:47:58 PM)
I think I just felt a small jab into my back

DBSA Matt (Nov 16, 2005 8:48:00 PM)
Joel... another good point.

Justin (Nov 16, 2005 8:48:08 PM)
rob. yup

JoelSaX (Nov 16, 2005 8:48:12 PM)
I am bipolar, Rob. Don't worry. :)

Justin (Nov 16, 2005 8:48:21 PM)
;-)

Chrysta-Baton Rouge (Nov 16, 2005 8:48:26 PM)
Our late comers were not dependent on anything or anyone except themselves.

davidz (Nov 16, 2005 8:48:30 PM)
how do you keep facilitators going?

Justin (Nov 16, 2005 8:48:41 PM)
? david

DBSA Matt (Nov 16, 2005 8:48:43 PM)
David... how do you mean?

davidz (Nov 16, 2005 8:48:55 PM)
not burning out

Rob (Nov 16, 2005 8:49:02 PM)
somewhat of a rotation...sometimes someone might need a night as simply a consumer

Justin (Nov 16, 2005 8:49:08 PM)
that's why we tag team

DBSA Matt (Nov 16, 2005 8:49:13 PM)
ok... thoughts on how to keep from facilitator burn out?

DBSA Matt (Nov 16, 2005 8:49:15 PM)
good ones.

Chrysta-Baton Rouge (Nov 16, 2005 8:49:21 PM)
We rotate ours to keep from burn out.

JoelSaX (Nov 16, 2005 8:49:24 PM)
Rotate, Matt

DBSA Matt (Nov 16, 2005 8:49:28 PM)
I agree... First and foremost, have a LOT of facilitators.

DBSA Matt (Nov 16, 2005 8:49:32 PM)
good...

Davidz (Nov 16, 2005 8:49:38 PM)
we do not have enough

DBSA Matt (Nov 16, 2005 8:49:55 PM)
Any thoughts out there on how to GET MORE FACILITATORS for a group anyone?

Justin (Nov 16, 2005 8:50:01 PM)
by designating "primaries" the rest are available to pick up secondary issues and do the removal, one on one thing if needed

Davidz (Nov 16, 2005 8:50:05 PM)
hey this is San Diego

JoelSaX (Nov 16, 2005 8:50:14 PM)
Also require that facilitators have their own support group or that they attend another nearby one.

JoelSaX (Nov 16, 2005 8:50:26 PM)
Hi San Diego

Chrysta-Baton Rouge (Nov 16, 2005 8:50:29 PM)
I give training classes for anyone who wants to participate.

Rob (Nov 16, 2005 8:50:30 PM)
HmMMMM

Rob (Nov 16, 2005 8:50:42 PM)
We only have one in Tucson

Davidz (Nov 16, 2005 8:50:49 PM)
we run 60 people per week

JoelSaX (Nov 16, 2005 8:50:56 PM)
Time for more, Rob?

DBSA Matt (Nov 16, 2005 8:50:58 PM)
with one facilitator, David?

)

Davidz (Nov 16, 2005 8:51:05 PM)
4

DBSA Matt (Nov 16, 2005 8:51:10 PM)
I see...

Rob (Nov 16, 2005 8:51:11 PM)
We're working on it

DBSA Matt (Nov 16, 2005 8:51:25 PM)
Any prospects in that pool of 60 to serve as future facilitators?

Rob (Nov 16, 2005 8:51:36 PM)
60 sounds more like a 10-k than a DBSA group...

Davidz (Nov 16, 2005 8:51:38 PM)
many try most can't handle the dirty job

Justin (Nov 16, 2005 8:51:59 PM)
we start looking for prospects early on and groom them for a few months with smaller tasks

JoelSaX (Nov 16, 2005 8:52:02 PM)
I wouldn't call the job "dirty", Davidz. It's just not for everyone.

Davidz (Nov 16, 2005 8:52:05 PM)
we break into groups of 12

DBSA Matt (Nov 16, 2005 8:52:15 PM)
I see... I'd be happy to talk through ways to try to make it simpler for first time facilitators... feel free to email me.

Rob (Nov 16, 2005 8:52:26 PM)
We tried that one night...I don't think that worked due to personalities....

Justin (Nov 16, 2005 8:52:49 PM)
yeah train wreck is appropriate

Justin (Nov 16, 2005 8:52:55 PM)
for that one Rob

DBSA Matt (Nov 16, 2005 8:52:57 PM)
Alright... now's the time for you all to share your best tip...

JoelSaX (Nov 16, 2005 8:52:59 PM)
Matt, what about ideas about breaking up groups -- what kinds of problems come up and how do people solve them?

Davidz (Nov 16, 2005 8:52:59 PM)
yeah it's dirty we work in the "boiler room" of life

DBSA Matt (Nov 16, 2005 8:53:12 PM)
Tell everyone what you think the secret to support group facilitation is...

JoelSaX (Nov 16, 2005 8:53:22 PM)
Listening.

Chrysta-Baton Rouge (Nov 16, 2005 8:53:23 PM)
David, we run 5 groups here. I can personally meet over 150 people a week and answer over 50 emails a day.

DBSA Matt (Nov 16, 2005 8:53:34 PM)
Joel... by breaking groups up, you mean dividing people into smaller groups?

Rob (Nov 16, 2005 8:53:48 PM)
wonder Woman in Baton Rouge....You go Girl...

JoelSaX (Nov 16, 2005 8:54:04 PM)
Yes, Matt. That seems to be a concern/problem for some. And I'd like to be ready because one group I am in may be in that situation.

davidz (Nov 16, 2005 8:54:05 PM)
do you sleep?

Justin (Nov 16, 2005 8:54:16 PM)
we are a baby chapter here, but we are headed that way rob

DBSA Matt (Nov 16, 2005 8:54:39 PM)
Plenty of LITTLE problems come up when dividing into smaller groups, but they are all outweighed by people having time to talk and be supported -- it gets down to the simple point of support groups. small group support.

Rob (Nov 16, 2005 8:54:41 PM)
You didn't tell me that until now.....

Justin (Nov 16, 2005 8:54:57 PM)
LOL...not that soon rob. Someday

DBSA Matt (Nov 16, 2005 8:55:14 PM)
So that's all the secrets to facilitation, eh?

Rob (Nov 16, 2005 8:55:20 PM)
I need more meds first..

Justin (Nov 16, 2005 8:55:22 PM)
empathy

DBSA Matt (Nov 16, 2005 8:55:31 PM)
good...

JoelSaX (Nov 16, 2005 8:55:41 PM)
Make sure the people in crisis get time to talk. We do the ten point scale.

DBSA Matt (Nov 16, 2005 8:55:41 PM)
On December 21st we'll be using some Case Studies to learn together through this chat forum. Don't miss that!

DBSA Matt (Nov 16, 2005 8:55:58 PM)
That's good, Joel. Some just use a 3 point scale that I've been a part of. good...

JoelSaX (Nov 16, 2005 8:55:58 PM)
And anyone who is out of the range between 4 and 6 gets the first crack at talking.

Rob (Nov 16, 2005 8:56:06 PM)
Phone trees, WITH BOUNDARIES

Justin (Nov 16, 2005 8:56:20 PM)
good one joel

DBSA Matt (Nov 16, 2005 8:56:31 PM)
VERY IMPORTANT -- written boundaries with those phone trees, and they must be REALLY VOLUNTARY. :-)

Justin (Nov 16, 2005 8:56:36 PM)
rob?

DBSA Matt (Nov 16, 2005 8:56:46 PM)
Looking forward to chatting again on September 21st! Until then, I can be reached at MMattson@DBSAlliance.org or (800) 826-3632.

JoelSaX (Nov 16, 2005 8:56:47 PM)
If I am a five, I am always happy to give up my time to a 2

DBSA Matt (Nov 16, 2005 8:56:52 PM)
Our time is winding up...

Rob (Nov 16, 2005 8:56:54 PM)
Alright, it was Jayce's idea....

JoelSaX (Nov 16, 2005 8:57:01 PM)
September 21? That's a long time.

HC (Nov 16, 2005 8:57:07 PM)
(This user has entered Chapter Leader Online Learning) (IP = 24.179.20.240)

DBSA Matt (Nov 16, 2005 8:57:08 PM)
BE SURE TO VISIT DBSA's Chapter Management Website:
www.DBSAAlliance.org/ChapMgtEntrance.html You can find a Chapter Leader Discussion Board there to continue this conversation.

Justin (Nov 16, 2005 8:57:09 PM)
no go buddy...more on that later

Chrysta-Baton Rouge (Nov 16, 2005 8:57:16 PM)
hello?

DBSA Matt (Nov 16, 2005 8:57:17 PM)
DARN! December 21st! You're right.

DBSA Matt (Nov 16, 2005 8:57:22 PM)
hello

JoelSaX (Nov 16, 2005 8:57:23 PM)
Gotcha! :D

davidz (Nov 16, 2005 8:57:36 PM)
whew

Chrysta-Baton Rouge (Nov 16, 2005 8:57:38 PM)
Matt! Did you kick me out? That was soooo not cool!

DBSA Matt (Nov 16, 2005 8:57:43 PM)
You guys were great tonight...

DBSA Matt (Nov 16, 2005 8:57:51 PM)
I didn't kick you out, Chrysta... I would never.

JoelSaX (Nov 16, 2005 8:57:59 PM)
I'll look for the transcript, Matt. :D

Chrysta-Baton Rouge (Nov 16, 2005 8:58:01 PM)
I am posting all those pics of you from Ft. Worth all over the net!

DBSA Matt (Nov 16, 2005 8:58:06 PM)
NO!!!

HC (Nov 16, 2005 8:58:08 PM)
lol

DBSA Matt (Nov 16, 2005 8:58:09 PM)
Thanks again for participating – here ends the formal discussions for this evening, but you're welcome to continue networking with other DBSA chapter leaders.

Chrysta-Baton Rouge (Nov 16, 2005 8:58:09 PM)
:)

JoelSaX (Nov 16, 2005 8:58:14 PM)
Chrysta, I bet you didn't get any of me! :D

Chrysta-Baton Rouge (Nov 16, 2005 8:58:28 PM)
I took pics of everyone!!!

DBSA Matt (Nov 16, 2005 8:58:39 PM)
It was a good conference...

JoelSaX (Nov 16, 2005 8:58:39 PM)
I have an eye for cameras and I hide well.

Rob (Nov 16, 2005 8:58:44 PM)
Oh, some hidden secrets about tonight's fearless leader!!!!

Chrysta-Baton Rouge (Nov 16, 2005 8:58:51 PM)
Matt, I'll email those pics.

JoelSaX (Nov 16, 2005 8:58:52 PM)
<-- the tall guy with the beard from California

DBSA Matt (Nov 16, 2005 8:58:54 PM)
No secrets. Just pictures.

davidz (Nov 16, 2005 8:58:59 PM)
I would like to compare notes with the larger group ldrs

HC (Nov 16, 2005 8:59:00 PM)
really

Chrysta-Baton Rouge (Nov 16, 2005 8:59:01 PM)
LOL

Justin (Nov 16, 2005 8:59:08 PM)
'night all

HC (Nov 16, 2005 8:59:11 PM)
gn

DBSA Matt (Nov 16, 2005 8:59:18 PM)
Everyone... again, please feel free to stick around and chat. I'm going to sign off.

JoelSaX (Nov 16, 2005 8:59:26 PM)
davidz, I am 6'4" and weigh 270 pounds. Is that what you mean by a larger leader?

HC (Nov 16, 2005 8:59:32 PM)
wow

DBSA Matt (Nov 16, 2005 8:59:33 PM)
Great talking with all of you this evening... MMattson@DBSAlliance.org

JoelSaX (Nov 16, 2005 8:59:34 PM)
Night Matt

Chrysta-Baton Rouge (Nov 16, 2005 8:59:34 PM)
"Fearless Leaders" That's my quote

Chrysta-Baton Rouge (Nov 16, 2005 8:59:39 PM)
Night Matt!

Rob (Nov 16, 2005 8:59:41 PM)
Asta.....La Bye Bye....

DBSA Matt (Nov 16, 2005 8:59:42 PM)
Good night all...