



Depression and Bipolar
Support Alliance

DBSA Chapter Leadership Online Learning
Facilitator Orientation Series 4, Session 3
Case Study Discussions

December 21st, 2005 7:00 p.m. Central Time

Facilitated by Matt Mattson, Chapter Relations Manger – DBSA

DBSA Staff: Matt (Dec 21, 2005 8:04:36 PM)

Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this third session of the Online Facilitator Orientation Series! It's o.k. if you weren't here for the first (which was interrupted by technical issues) or second sessions...

DBSA Staff: Matt (Dec 21, 2005 8:05:01 PM)

If you did miss the previous sessions, be sure to visit DBSA's Chapter Management Website (www.DBSAAlliance.org/ChapMgtEntrance.html) for the TRANSCRIPTS. There was GREAT discussion by nearly 20 participants in both sessions.

DBSA Staff: Matt (Dec 21, 2005 8:05:24 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.

Ocam (Dec 21, 2005 8:05:28 PM)

is this facilitator training?

DBSA Staff: Matt (Dec 21, 2005 8:05:38 PM)

Though I'm guessing we'll max out at about 11... which is perfect

DBSA Staff: Matt (Dec 21, 2005 8:05:45 PM)

Yes... welcome to the facilitator chat...

DBSA Staff: Matt (Dec 21, 2005 8:05:56 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...

DBSA Staff: Matt (Dec 21, 2005 8:06:22 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...

DBSA Staff: Matt (Dec 21, 2005 8:06:34 PM)

Tonight we'll be discussing some case studies of facilitation challenges. I'll pose some questions about those case studies, and you can chime in as often as you like.

DBSA Staff: Matt (Dec 21, 2005 8:06:49 PM)

Please just keep participating, and I'll try to send each of you a transcript of tonight's discussion (barring any technical glitches).

DBSA Staff: Matt (Dec 21, 2005 8:07:02 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 Staff: Matt (Dec 21, 2005 8:07:39 PM)

Everyone ready to get started?

debi31331 (Dec 21, 2005 8:07:45 PM)

yes

badger (Dec 21, 2005 8:07:48 PM)

yes

bplife (Dec 21, 2005 8:07:50 PM)

yep

Kittie (Dec 21, 2005 8:07:51 PM)

yes

DBSA Staff: Matt (Dec 21, 2005 8:08:04 PM)

Where's everyone typing from?

david z (Dec 21, 2005 8:08:05 PM)

huh

laura (Dec 21, 2005 8:08:06 PM)

yes

bplife (Dec 21, 2005 8:08:11 PM)

michigan

Kittie (Dec 21, 2005 8:08:14 PM)

texas

badger (Dec 21, 2005 8:08:16 PM)

ohio

david z (Dec 21, 2005 8:08:17 PM)

san diego

laura (Dec 21, 2005 8:08:18 PM)

Oregon

debi31331 (Dec 21, 2005 8:08:21 PM)

south ga

nello (Dec 21, 2005 8:08:23 PM)
georgia

DBSA Staff: Matt (Dec 21, 2005 8:08:42 PM)
Wow... a good crowd tonight. I'm from Chicago, in case you hadn't guessed.

DBSA Staff: Matt (Dec 21, 2005 8:09:00 PM)
IN YOUR CONFIRMATION E-MAIL I INCLUDED FOUR SHORT CASES THAT WE WILL DISCUSS TONIGHT. You may want to pull those out to reference.

DBSA Staff: Matt (Dec 21, 2005 8:09:18 PM)
To begin with... a reminder: 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 Staff: Matt (Dec 21, 2005 8:09:40 PM)
Let's begin with the first case study... I will post it here on the chat board, and then after a few moments for you to review the case, we'll begin with the discussion questions.

DBSA Staff: Matt (Dec 21, 2005 8:10:03 PM)
CASE STUDY #1... Take some time to read. A participant comes to the group on a regular basis. Every time she comes to the group, she talks about how awful things are. When other members share experiences and ideas that have helped them, the member "shoots down" everyone's ideas. After this has occurred for months, other group members become frustrated, and begin to complain to you (the facilitator) about how they don't want to come anymore because of this one "negative Nancy."

DBSA Staff: Matt (Dec 21, 2005 8:10:50 PM)
CS1 Q1 (Case Study 1, Question 1): What do you think the major challenges and opportunities are with this group? What could be really going on with this group?

laura (Dec 21, 2005 8:11:00 PM)
this has happened with my group

DBSA Staff: Matt (Dec 21, 2005 8:11:40 PM)
O.K. Laura... that's great (well, not really). Feel free to share your actual experiences... We'll all learn a lot from what has really happened out there.

laura (Dec 21, 2005 8:11:51 PM)
it's called the yes but syndrome

bplife (Dec 21, 2005 8:11:54 PM)
They can learn to accept Nancy and Nancy can be more strongly encouraged to grow

david z (Dec 21, 2005 8:11:55 PM)
she is probably depressed praise her for showing up

DBSA Staff: Matt (Dec 21, 2005 8:11:59 PM)
Everyone, feel free to just chime in at any point. Let us know what you think is going on in this case...

DBSA Staff: Matt (Dec 21, 2005 8:12:12 PM)
Laura... I've never heard it put that way, but you're right.

DBSA Staff: Matt (Dec 21, 2005 8:12:28 PM)
David... that's good.

DBSA Staff: Matt (Dec 21, 2005 8:12:55 PM)
BPLife... You're right, but that can be hard to do when it gets in the way of the group's process, can't it?

DBSA Staff: Matt (Dec 21, 2005 8:13:01 PM)
Other thoughts out there?

nello (Dec 21, 2005 8:13:15 PM)
ignore her

david z (Dec 21, 2005 8:13:37 PM)
can we explore her motivation?

DBSA Staff: Matt (Dec 21, 2005 8:13:41 PM)
Nello... interesting. Might be a good idea. What do others think of ignoring Negative Nancy?

DBSA Staff: Matt (Dec 21, 2005 8:13:48 PM)
David... tell us what you mean?

laura (Dec 21, 2005 8:13:52 PM)
the person is used to responding in a negative way and it is a good opportunity to softly bring this to their attention so that they can recognize what is happening

bplife (Dec 21, 2005 8:13:52 PM)
well, each person has to go to the group for themself

DBSA Staff: Matt (Dec 21, 2005 8:13:52 PM)
I think you're onto something.

DBSA Staff: Matt (Dec 21, 2005 8:14:17 PM)
Laura... that's good. Do you go beyond bringing it to their attention? How might she respond to that?

debi31331 (Dec 21, 2005 8:14:33 PM)
tell her we here her but shes not hereing us

DBSA Staff: Matt (Dec 21, 2005 8:14:44 PM)
BPLife... you're right. We're all there for different reasons, and we all arrive at different levels of readiness for recovery.

DBSA Staff: Matt (Dec 21, 2005 8:15:09 PM)
Debi... help me understand what you mean. I think I get it, but I want to make sure I understand.

badger (Dec 21, 2005 8:15:14 PM)
maybe this nancy is unaware of the pattern she has created

david z (Dec 21, 2005 8:15:18 PM)

i ask "what's going on?" as a way to focus on her here and now

laura (Dec 21, 2005 8:15:25 PM)

Yes some people have responded in anger and said that if they can't complain in the group then where can they complain

DBSA Staff: Matt (Dec 21, 2005 8:15:32 PM)

Badger... that's probably very true.

DBSA Staff: Matt (Dec 21, 2005 8:15:37 PM)

David. Good simple question.

david z (Dec 21, 2005 8:15:48 PM)

KISS

DBSA Staff: Matt (Dec 21, 2005 8:15:49 PM)

Interesting, Laura.

DBSA Staff: Matt (Dec 21, 2005 8:15:58 PM)

Indeed, david. KEEP IT SIMPLE.

DBSA Staff: Matt (Dec 21, 2005 8:16:16 PM)

CS1 Q2: What are some actions that the leaders of this group could take to improve the situation for the future? (beyond what we've already said)

DBSA Staff: Matt (Dec 21, 2005 8:16:26 PM)

How could we plan ahead to avoid this in the future?

laura (Dec 21, 2005 8:16:33 PM)

I try to bring them back with the help of the group that the group wants to help but is felling frustrated

laura (Dec 21, 2005 8:16:44 PM)

I type too slow

david z (Dec 21, 2005 8:16:49 PM)

1 to 1 chat with Nancy

DBSA Staff: Matt (Dec 21, 2005 8:17:07 PM)

Laura... don't worry about your typing speed (I cheat and type out my questions beforehand) :-)

debi31331 (Dec 21, 2005 8:17:18 PM)

well if she keeps talking about the same thing over and over and not listen to us tell her so

DBSA Staff: Matt (Dec 21, 2005 8:17:34 PM)

I want to encourage everyone to ask each other questions, push each other, engage in the learning process... I'd like to just sit back and watch as much as possible.

debi31331 (Dec 21, 2005 8:17:49 PM)

we do

DBSA Staff: Matt (Dec 21, 2005 8:17:55 PM)

Debi... I see. thanks for clarification. You're right. Bring it to her attention.

nello (Dec 21, 2005 8:17:58 PM)

i agree with one on one with Nancy

bplife (Dec 21, 2005 8:18:06 PM)

me too

laura (Dec 21, 2005 8:18:10 PM)

we have tried to let them know that we want to hear the good and the bad but part of our purpose is to help people manage their illness

debi31331 (Dec 21, 2005 8:18:13 PM)

me too

DBSA Staff: Matt (Dec 21, 2005 8:18:24 PM)

Nello... yeah, that's always a great approach. These conversations are best in a personal, authentic setting and tone.

nello (Dec 21, 2005 8:18:26 PM)

if you bring it to her attention in front of others she might get defensive

DBSA Staff: Matt (Dec 21, 2005 8:18:49 PM)

Though we've heard one great example... CS1 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

DBSA Staff: Matt (Dec 21, 2005 8:19:01 PM)

good point, Nello... and that's counterproductive. great point.

david z (Dec 21, 2005 8:19:03 PM)

we who have "been There" have to model patience of a saint sometimes

laura (Dec 21, 2005 8:19:10 PM)

it has to be done in a loving way and then the group can learn to manage these situations

DBSA Staff: Matt (Dec 21, 2005 8:19:13 PM)

David... INDEED!!!!

badger (Dec 21, 2005 8:19:34 PM)

could you encourage this nancy to give support to someone else,so she could feel like part of the group

DBSA Staff: Matt (Dec 21, 2005 8:19:35 PM)

Laura... I like what you said about the GROUP learning to manage the situation (not just the facilitator)

DBSA Staff: Matt (Dec 21, 2005 8:19:46 PM)

GREAT Idea Badger.

DBSA Staff: Matt (Dec 21, 2005 8:19:54 PM)

Help her switch roles...

DBSA Staff: Matt (Dec 21, 2005 8:20:08 PM)
Good work everyone....

david z (Dec 21, 2005 8:20:16 PM)
whew

DBSA Staff: Matt (Dec 21, 2005 8:20:21 PM)
I'd like to take a quick step back and ask a question.

DBSA Staff: Matt (Dec 21, 2005 8:20:46 PM)
What level of facilitation are you at (in your assessment)? beginner, intermediate, advanced?

wendel (Dec 21, 2005 8:21:01 PM)
Beginner.

DBSA Staff: Matt (Dec 21, 2005 8:21:06 PM)
good...

lou (Dec 21, 2005 8:21:09 PM)
beginner

david z (Dec 21, 2005 8:21:09 PM)
advanced

DBSA Staff: Matt (Dec 21, 2005 8:21:12 PM)
others?

badger (Dec 21, 2005 8:21:16 PM)
this is my first time here

nello (Dec 21, 2005 8:21:16 PM)
intermediate

DBSA Staff: Matt (Dec 21, 2005 8:21:19 PM)
good, David. Glad to have you here.

DBSA Staff: Matt (Dec 21, 2005 8:21:25 PM)
good... good..

debi31331 (Dec 21, 2005 8:21:34 PM)
intermediate

laura (Dec 21, 2005 8:21:57 PM)
intermediate

DBSA Staff: Matt (Dec 21, 2005 8:22:05 PM)
I just like to take the temperature of the room.. see who we have. I've found that beginners get a lot from these chats in the way of ideas, and intermediate/advanced folks learn a lot by teaching others. I'm glad to have you all here.

DBSA Staff: Matt (Dec 21, 2005 8:22:15 PM)
Great work! Let's move to Case Study #2

DBSA Staff: Matt (Dec 21, 2005 8:22:28 PM)

Take your time to read...

DBSA Staff: Matt (Dec 21, 2005 8:22:33 PM)

CASE STUDY #2 A participant that is fairly new to the group, but has been consistently attending for the past few weeks, continually interrupts and cuts off the others in the group. Sometimes she interrupts to respond to the situation about which the person is speaking, other times she changes the topic completely to something she finds more important to her. She seems to not have control of when she speaks, and what she says. She also seems to not have any respect for other group members' needs.

david z (Dec 21, 2005 8:22:58 PM)

manic?

wendel (Dec 21, 2005 8:23:09 PM)

that's what I was thinking.

DBSA Staff: Matt (Dec 21, 2005 8:23:13 PM)

CS2 Q1 (Case Study 2, Question 1): What do you think the major challenges and opportunities are with this group? What could be really going on with this group?

nello (Dec 21, 2005 8:23:29 PM)

We have a member just like this

nello (Dec 21, 2005 8:23:33 PM)

and it is not mania

debi31331 (Dec 21, 2005 8:23:39 PM)

or two

david z (Dec 21, 2005 8:23:44 PM)

then what?

DBSA Staff: Matt (Dec 21, 2005 8:23:48 PM)

Interesting assessment. People with bipolar disorder often will present manic symptoms at a support group meeting that can cause interesting group dynamics.

nello (Dec 21, 2005 8:24:04 PM)

don't know david

DBSA Staff: Matt (Dec 21, 2005 8:24:05 PM)

Nello... that's good... let's hear about your experiences.

laura (Dec 21, 2005 8:24:09 PM)

wow thaat's putting it lightly

wendel (Dec 21, 2005 8:24:20 PM)

major challenges- having someone try to control the conversation. Opportunity to help someone learn.

nello (Dec 21, 2005 8:24:27 PM)

she blurts out random comments

DBSA Staff: Matt (Dec 21, 2005 8:24:32 PM)

Outside of the individual's illness... what are the major challenges with the group in this case?

DBSA Staff: Matt (Dec 21, 2005 8:24:38 PM)

good wendel.

DBSA Staff: Matt (Dec 21, 2005 8:24:41 PM)

nello... yes.

DBSA Staff: Matt (Dec 21, 2005 8:24:44 PM)

others?

nello (Dec 21, 2005 8:25:05 PM)

but she always escalates into a tantrum

laura (Dec 21, 2005 8:25:12 PM)

understanding that it is often a manifestation of the illness

DBSA Staff: Matt (Dec 21, 2005 8:25:23 PM)

yes.

badger (Dec 21, 2005 8:25:29 PM)

keeping order so evryone can gain

laura (Dec 21, 2005 8:25:31 PM)

and it needs understanding on everyone's part

debi31331 (Dec 21, 2005 8:25:32 PM)

calls us ugly names

DBSA Staff: Matt (Dec 21, 2005 8:25:42 PM)

How about the facilitator... what role do they play here? other group members?

DBSA Staff: Matt (Dec 21, 2005 8:25:51 PM)

laura... that's absolutely true.

laura (Dec 21, 2005 8:25:57 PM)

reminding the group of the rules

david z (Dec 21, 2005 8:25:58 PM)

this is where facilitator earns his keep. Work to keep from escalating by defusing and redirecting

DBSA Staff: Matt (Dec 21, 2005 8:25:59 PM)

and often it is hard to get that understanding.

DBSA Staff: Matt (Dec 21, 2005 8:26:09 PM)

Laura... also good (rules/guidelines)

DBSA Staff: Matt (Dec 21, 2005 8:26:19 PM)

David... you're absolutely right.

nello (Dec 21, 2005 8:26:23 PM)
true david but often hard to do

DBSA Staff: Matt (Dec 21, 2005 8:26:32 PM)
CS2 Q2: What are some actions that the leaders of this group could take to improve the situation for the future?

david z (Dec 21, 2005 8:26:37 PM)
I did not say it was easy

DBSA Staff: Matt (Dec 21, 2005 8:26:37 PM)
(specific actions)

DBSA Staff: Matt (Dec 21, 2005 8:26:42 PM)
:-)

debi31331 (Dec 21, 2005 8:27:02 PM)
what leaders

nello (Dec 21, 2005 8:27:09 PM)
ty debi

laura (Dec 21, 2005 8:27:14 PM)
discussing the situation and coming up with some solutions

DBSA Staff: Matt (Dec 21, 2005 8:27:23 PM)
Facilitators, other group leaders, even just other people who might step up as a "temporary leader"

nello (Dec 21, 2005 8:27:28 PM)
ok

david z (Dec 21, 2005 8:27:35 PM)
we are traffic cops.

DBSA Staff: Matt (Dec 21, 2005 8:27:37 PM)
laura... that's good... discussing with whom?

laura (Dec 21, 2005 8:27:44 PM)
the group

DBSA Staff: Matt (Dec 21, 2005 8:27:48 PM)
It's a good analogy David.

DBSA Staff: Matt (Dec 21, 2005 8:27:55 PM)
O.K., Laura. Good.

DBSA Staff: Matt (Dec 21, 2005 8:28:21 PM)
How about we think back to some of our own examples...CS2 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

lou (Dec 21, 2005 8:28:30 PM)

forgive me for butting in, but i've seen people lose their tempers here and then everyone gets discouraged. did you discuss this

DBSA Staff: Matt (Dec 21, 2005 8:28:48 PM)

Lou, help me understand what you mean.

laura (Dec 21, 2005 8:28:53 PM)

I had one and the person got up and left, very manic at the time

wendel (Dec 21, 2005 8:29:07 PM)

maybe you as the facilitator can pull her aside at the break and just try to make her aware of her behavior and how it is negatively affecting the group and how it will prevent people from wanting to help her.

DBSA Staff: Matt (Dec 21, 2005 8:29:21 PM)

That's good, Wendel.

lou (Dec 21, 2005 8:29:30 PM)

i've seen regulars here fight back and forth and then the chat is in mayhem

debi31331 (Dec 21, 2005 8:29:34 PM)

as a group of bps i think we do each other very good

laura (Dec 21, 2005 8:29:50 PM)

he was really angry and ready to blow so I saw him out and encouraged him to return when he was ready

david z (Dec 21, 2005 8:30:01 PM)

this chat is a training

DBSA Staff: Matt (Dec 21, 2005 8:30:13 PM)

Lou... that definitely happens. We might try to apply facilitation skills in these chat areas or discussion boards... but that's probably best for another discussion.

lou (Dec 21, 2005 8:30:23 PM)

ok

DBSA Staff: Matt (Dec 21, 2005 8:30:29 PM)

Would you all like to move to Case Study 3?

debi31331 (Dec 21, 2005 8:30:30 PM)

that don't always work laura

DBSA Staff: Matt (Dec 21, 2005 8:30:37 PM)

Thanks, Lou...

wendel (Dec 21, 2005 8:30:40 PM)

I like laura's comment and lou, Matt is doing a great job of corralling us.

nello (Dec 21, 2005 8:30:50 PM)

please

nello (Dec 21, 2005 8:30:54 PM)
one comment

nello (Dec 21, 2005 8:31:01 PM)
the chat is training?

nello (Dec 21, 2005 8:31:07 PM)
what does that mean?

DBSA Staff: Matt (Dec 21, 2005 8:31:13 PM)
indeed... Let me take a quick moment here to re-set.

DBSA Staff: Matt (Dec 21, 2005 8:31:29 PM)
Welcome everyone! I'm Matt Mattson, Chapter Relations Manager for DBSA, and I'll be facilitating this third session of the Online Facilitator Orientation Series! It's o.k. if you weren't here for the first (which was interrupted by technical issues) or second sessions...

DBSA Staff: Matt (Dec 21, 2005 8:32:13 PM)
CASE STUDY #3 During support group meetings, most of "the regulars" always sit together, socialize together and interact mostly with each other. Most conversation centers around long-time group members and their situations. You notice that new people seem to feel excluded and ignored and often don't come back (you think the above behavior has a lot to do with this). You've tried good facilitation techniques during support groups, but there is still a group that seems to control the flow of the meeting.

DBSA Staff: Matt (Dec 21, 2005 8:32:57 PM)
CS3 Q1 (Case Study 3, Question 1): What do you think the major challenges and opportunities are with this group? What could be really going on with this group?

lou (Dec 21, 2005 8:33:21 PM)
try to converse with the new person as much as possible

badger (Dec 21, 2005 8:33:35 PM)
i agree

DBSA Staff: Matt (Dec 21, 2005 8:33:49 PM)
Yes... good, Lou. It's important to be proactive in building relationships with the new people that come to our groups.

debi31331 (Dec 21, 2005 8:33:56 PM)
say welcome how can we help you

DBSA Staff: Matt (Dec 21, 2005 8:34:00 PM)
Other group issues that people can identify in this case?

DBSA Staff: Matt (Dec 21, 2005 8:34:03 PM)
good, Debi.

laura (Dec 21, 2005 8:34:21 PM)
I always remind the group how supportive and accepting they are of new people and they rise to the occasion

wendel (Dec 21, 2005 8:34:28 PM)

The major challenge is not being able to make new members feel welcome and heard. Opportunity- a way to show the older members how to help the new ones. Maybe the older members don't want change.

lou (Dec 21, 2005 8:34:42 PM)

is it rude to use the ignore button on some people or is this a last resort

DBSA Staff: Matt (Dec 21, 2005 8:34:45 PM)

Laura... EXCELLENT. Set the expectations high, and people end up meeting them.

laura (Dec 21, 2005 8:34:58 PM)

they really do!

DBSA Staff: Matt (Dec 21, 2005 8:35:16 PM)

Wendel... Thanks for pointing out an OPPORTUNITY. great!

badger (Dec 21, 2005 8:35:18 PM)

change is hard but that is when you grow as a group ,i think

DBSA Staff: Matt (Dec 21, 2005 8:35:45 PM)

You're absolutely right, Badger. Change is very difficult especially for the people that have been in the group for a while.

DBSA Staff: Matt (Dec 21, 2005 8:36:09 PM)

CS3 Q2: What are some actions that the leaders of this group could take to improve the situation for the future?

david z (Dec 21, 2005 8:36:13 PM)

we ask newbies to come 3 times

debi31331 (Dec 21, 2005 8:36:19 PM)

im not a old member but when i came in everyone even old onestoped to talk to me

lou (Dec 21, 2005 8:36:37 PM)

i like that suggestion david

DBSA Staff: Matt (Dec 21, 2005 8:36:53 PM)

David... that's interesting, and a great point.

DBSA Staff: Matt (Dec 21, 2005 8:37:03 PM)

That's great, Debi.

badger (Dec 21, 2005 8:37:20 PM)

why 3

DBSA Staff: Matt (Dec 21, 2005 8:37:28 PM)

Good question, Badger... David?

debi31331 (Dec 21, 2005 8:37:29 PM)

laura im not being ugly but i never hear you

laura (Dec 21, 2005 8:37:50 PM)
I am listening right now

wendel (Dec 21, 2005 8:37:53 PM)
we also encourage people with similar symptoms or things going on to interact during breaks, afterwards, etc.

debi31331 (Dec 21, 2005 8:37:59 PM)
yes

DBSA Staff: Matt (Dec 21, 2005 8:38:06 PM)
CS3 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

david z (Dec 21, 2005 8:38:21 PM)
1 is confusing it may "take" if they come 3 times.

DBSA Staff: Matt (Dec 21, 2005 8:38:21 PM)
Wendel, that's excellent... That's a good way to bridge people with other people.

laura (Dec 21, 2005 8:38:41 PM)
I'm listening because this hasn't been an issue in our group

badger (Dec 21, 2005 8:38:47 PM)
oh ok thks

debi31331 (Dec 21, 2005 8:38:50 PM)
yes i agree

DBSA Staff: Matt (Dec 21, 2005 8:38:58 PM)
David... I agree. The first one is scary and confusing, the second one could go either way depending on the mood of the group that night, but after 3 you should have a decent idea about what the group can offer you.

DBSA Staff: Matt (Dec 21, 2005 8:39:25 PM)
Here's something fun that's a little different than what we've been doing.....

DBSA Staff: Matt (Dec 21, 2005 8:39:31 PM)
Before we go to the last case study... Anyone want to share one of their own "cases" – an experience you'd like the group to help you with?

wendel (Dec 21, 2005 8:39:36 PM)
for example, we actually had a group where the newbies were huddling together instead of the older members, I matched one of the newbies with an older one for mixed episode experiences

DBSA Staff: Matt (Dec 21, 2005 8:39:51 PM)
I'll give you all a few moments if you want to work on a "case" to share with the group.

debi31331 (Dec 21, 2005 8:40:03 PM)
hey blue

DBSA Staff: Matt (Dec 21, 2005 8:40:07 PM)
good stuff, Wendel.

debi31331 (Dec 21, 2005 8:40:09 PM)
eros

Blue (Dec 21, 2005 8:40:12 PM)
hi debi

Eros aka Karen (Dec 21, 2005 8:40:29 PM)
hi debi how are you?

wendel (Dec 21, 2005 8:40:41 PM)
We have one older member who likes to control the convo and jump down people's throats if they seem like they are giving advice

DBSA Staff: Matt (Dec 21, 2005 8:40:44 PM)
Just want to make sure everyone remembers that they're in the Chapter Leadership Online Learning Chat Session... a training session for support group facilitation.

david z (Dec 21, 2005 8:40:54 PM)
20% of a group typically dominates 80% of discussion time. how to get others involved?

Eros aka Karen (Dec 21, 2005 8:40:55 PM)
diana got an attitude with me already

debi31331 (Dec 21, 2005 8:40:56 PM)
good stay

DBSA Staff: Matt (Dec 21, 2005 8:41:04 PM)
Wendel... that's a great CASE... since you're first, let's try that one.. We'll get to others.

DBSA Staff: Matt (Dec 21, 2005 8:41:28 PM)
Anyone want to comment on how to deal with an older member who controls the conversation and jumps down people's throats?

Eros aka Karen (Dec 21, 2005 8:41:35 PM)
you should ask him not to come to the group wendel

badger (Dec 21, 2005 8:42:09 PM)
or exercise some control?

wendel (Dec 21, 2005 8:42:20 PM)
he is a valuable member of our group, but sometimes he just gets very jumpy when people phrase things the wrong way

Eros aka Karen (Dec 21, 2005 8:42:20 PM)
well I can see this is moving along just great...

laura (Dec 21, 2005 8:42:21 PM)
the group needs to discuss this with the person

david z (Dec 21, 2005 8:42:25 PM)
eros we only do that as a last resort

debi31331 (Dec 21, 2005 8:42:26 PM)
we tell them jump in anytime and talk

DBSA Staff: Matt (Dec 21, 2005 8:42:28 PM)
OR... David brings up the "CASE" of the 80/20 principle. 80% of the group sits mostly quiet while the dominant 20% takes over. Anyone want to talk about ways to get the 20% involved?

Eros aka Karen (Dec 21, 2005 8:43:06 PM)
ask them to pay

debi31331 (Dec 21, 2005 8:43:20 PM)
lol

laura (Dec 21, 2005 8:43:23 PM)
we usually discuss this before the group starts when discussing the guidelines

wendel (Dec 21, 2005 8:43:26 PM)
sometimes we say 'you've been quiet most of the time, did you have any comments on this topic'?

DBSA Staff: Matt (Dec 21, 2005 8:43:37 PM)
That's good, Wendel.

DBSA Staff: Matt (Dec 21, 2005 8:43:42 PM)
Laura... that's good too.

DBSA Staff: Matt (Dec 21, 2005 8:43:45 PM)
Good thoughts.

laura (Dec 21, 2005 8:43:56 PM)
if it starts to occur we can refer back to the guidelines

debi31331 (Dec 21, 2005 8:44:11 PM)
when does group staet

DBSA Staff: Matt (Dec 21, 2005 8:44:13 PM)
I'll remind the group that even in this "chat" discussion, it's EVERYONE's responsibility to make the discussion group a safe place to share. thanks.

DBSA Staff: Matt (Dec 21, 2005 8:44:20 PM)
Laura... excellent.

DBSA Staff: Matt (Dec 21, 2005 8:44:27 PM)
Let's try the last case study.

Eros aka Karen (Dec 21, 2005 8:44:36 PM)
well if it is convo here isnt it a last resort?

wendel (Dec 21, 2005 8:44:38 PM)
it's tough to force someone to talk, they might be having a bad day.

debi31331 (Dec 21, 2005 8:44:39 PM)
start

DBSA Staff: Matt (Dec 21, 2005 8:44:40 PM)

CASE STUDY #4 A group member gets upset during the group and says she is starting a new chapter, that this one is not doing things right, and that she feels this group is harming people. She starts recruiting people to come to her new group and leave yours. She also uses the group contact list to recruit participants for her new group. About 30% of your group has left to join hers, and you're struggling to understand what went wrong in the first place.

twin (Dec 21, 2005 8:45:00 PM)

(This user has moved to DigiChat Foyer) (IP = 68.115.78.121)

laura (Dec 21, 2005 8:45:30 PM)

that would be painful

DBSA Staff: Matt (Dec 21, 2005 8:45:33 PM)

Wendel brings up a good point about that 80/20 issue... often only 20% of the group WANTS to chip in each night. but it is a tricky line to walk.

DBSA Staff: Matt (Dec 21, 2005 8:45:43 PM)

yeah... laura. it happens pretty often out there too.

wendel (Dec 21, 2005 8:45:44 PM)

i'd try to talk to the remaining group members and figure out what went wrong.

DBSA Staff: Matt (Dec 21, 2005 8:45:51 PM)

CS4 Q1 (Case Study 4, Question 1): What do you think the major challenges and opportunities are with this group? What could be really going on with this group?

Eros aka Karen (Dec 21, 2005 8:45:51 PM)

nothing is wrong you have yours and shes got hers

DBSA Staff: Matt (Dec 21, 2005 8:46:03 PM)

Wendel... that's excellent.

DBSA Staff: Matt (Dec 21, 2005 8:46:11 PM)

Interesting Karen. What do others think?

wendel (Dec 21, 2005 8:46:32 PM)

I would just want to do a little quality control for myself to make sure no one is getting hurt.

Eros aka Karen (Dec 21, 2005 8:46:33 PM)

if you tell them they have to pay they will quit

lou (Dec 21, 2005 8:46:38 PM)

fracturing the website is not good

laura (Dec 21, 2005 8:46:44 PM)

different groups fit different personalities

DBSA Staff: Matt (Dec 21, 2005 8:46:46 PM)

Excellent, Wendel.

Eros aka Karen (Dec 21, 2005 8:47:10 PM)
not possible wendel

david z (Dec 21, 2005 8:47:24 PM)
eros why

DBSA Staff: Matt (Dec 21, 2005 8:47:30 PM)
Laura, that's true. Sometimes it actually is a gREAt thing when groups split. But it can be a delicate situation, and like you said, hurt feelings sometimes.

laura (Dec 21, 2005 8:47:31 PM)
but I would want to hear the truth from people who have left as to what really went wrong in their opinion

DBSA Staff: Matt (Dec 21, 2005 8:47:44 PM)
Yes, Laura. Absolutely.

Eros aka Karen (Dec 21, 2005 8:47:44 PM)
you can please some of the people some of the time....but

DBSA Staff: Matt (Dec 21, 2005 8:47:58 PM)
CS4 Q2: What are some actions that the leaders of this group could take to improve the situation for the future?

DBSA Staff: Matt (Dec 21, 2005 8:48:09 PM)
specifically...

wendel (Dec 21, 2005 8:48:19 PM)
why not? you could even make up anonymous surveys for the members

DBSA Staff: Matt (Dec 21, 2005 8:48:24 PM)
CS4 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

laura (Dec 21, 2005 8:48:27 PM)
learn from the mistakes of the past, try not to take it personally

DBSA Staff: Matt (Dec 21, 2005 8:48:30 PM)
excellent example, Wendel.

Eros aka Karen (Dec 21, 2005 8:48:32 PM)
i agree laura some types of therapy are more appropriate than others

lou (Dec 21, 2005 8:48:33 PM)
talk about ways to bring people to the groups

DBSA Staff: Matt (Dec 21, 2005 8:48:43 PM)
absolutely important to see it as a chance to improve yourself.

wendel (Dec 21, 2005 8:48:51 PM)
david, are you still there?

david z (Dec 21, 2005 8:48:52 PM)

we all have an illness & need to row in the same direction. Work to get over differences

badger (Dec 21, 2005 8:48:56 PM)

they could have a moment for reflections of that chat

DBSA Staff: Matt (Dec 21, 2005 8:49:08 PM)

Badger. that's a good idea.

laura (Dec 21, 2005 8:49:25 PM)

?

DBSA Staff: Matt (Dec 21, 2005 8:49:34 PM)

Any final thoughts for your fellow chapter leaders? Could you leave us tonight with some encouraging words to help inspire our efforts???

wendel (Dec 21, 2005 8:50:12 PM)

I find it really rewarding, but it is definitely good to change it up and not always be a facilitator every week- you get burned out.

laura (Dec 21, 2005 8:50:31 PM)

remember that the group is for our maintaining our health also

DBSA Staff: Matt (Dec 21, 2005 8:50:34 PM)

Thanks, Wendel. You're absolutely right.

david z (Dec 21, 2005 8:50:42 PM)

Never stop learning

DBSA Staff: Matt (Dec 21, 2005 8:50:43 PM)

Laura... that's a point people so often forget. thanks!

DBSA Staff: Matt (Dec 21, 2005 8:50:55 PM)

yes.

DBSA Staff: Matt (Dec 21, 2005 8:50:59 PM)

Others?

Eros aka Karen (Dec 21, 2005 8:50:59 PM)

who is matt?

DBSA Staff: Matt (Dec 21, 2005 8:51:18 PM)

Karen, I'm the Chapter Relations Manager for DBSA's National Office.

laura (Dec 21, 2005 8:51:25 PM)

our fearless leader

Eros aka Karen (Dec 21, 2005 8:51:26 PM)

in chicago?

DBSA Staff: Matt (Dec 21, 2005 8:51:29 PM)

Do you have other people in your chapter that could be facilitators? Would you like to build more

leaders to assist in your efforts? Did you miss one or two of these chat sessions about facilitator orientation? WELL, WE'VE GOT NEWS FOR YOU!

DBSA Staff: Matt (Dec 21, 2005 8:51:32 PM)
yup.

DBSA Staff: Matt (Dec 21, 2005 8:51:48 PM)
DBSA will be hosting a new and improved facilitator orientation on-line learning series starting the Third Wednesday of January 2006 (1/18/06).

lou (Dec 21, 2005 8:51:59 PM)
please a question, who are our support leaders and how do we know

Eros aka Karen (Dec 21, 2005 8:52:08 PM)
why?

DBSA Staff: Matt (Dec 21, 2005 8:52:08 PM)
Please, please, please help us expose more of your chapter and support group participants to the best practices offered by our immense network of DBSA leaders. If you'd like to participate again, please do so! The conversation is sure to be unique as new people will bring new ideas!

DBSA Staff: Matt (Dec 21, 2005 8:52:15 PM)
Lou... hang on, I'll answer that.

david z (Dec 21, 2005 8:52:23 PM)
need to know how to attract them

DBSA Staff: Matt (Dec 21, 2005 8:52:27 PM)
Thank you so much for joining us tonight! GREAT WORK!

Oh no its Mr Bill (Dec 21, 2005 8:52:39 PM)
i have a question

willy (Dec 21, 2005 8:52:40 PM)
no problem

DBSA Staff: Matt (Dec 21, 2005 8:52:40 PM)
For questions, comments or feedback, I can be reached at MMattson@DBSAlliance.org or (800) 826-3632.

DBSA Staff: Matt (Dec 21, 2005 8:52:54 PM)
BE SURE TO VISIT the Chapter Management Section of DBSA's Website:
www.DBSEAlliance.org/ChapMgtEntrance.html You can find a Chapter Leader Discussion Board there to continue this conversation.

Oh no its Mr Bill (Dec 21, 2005 8:52:57 PM)
oh ok

DBSA Staff: Matt (Dec 21, 2005 8:53:07 PM)
Thanks again for participating – here ends the formal discussion for this evening, but you're welcome to continue networking with other DBSA chapter leaders.

DBSA Staff: Matt (Dec 21, 2005 8:53:16 PM)
Have a great night!