



Depression and Bipolar
Support Alliance

DBSA Chapter Leadership Online Learning
Facilitator Orientation Series #2

Managing Facilitation Challenges

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

Facilitated by Matt Mattson, Chapter Relations Manger -- DBSA

DBSA_STAFF - MATT (Feb 16, 2005 8:08:15 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...

DBSA_STAFF - MATT (Feb 16, 2005 8:08:33 PM)

Let's Get Started!

DBSA_STAFF - MATT (Feb 16, 2005 8:08:43 PM)

If you did miss the first session, be sure to visit DBSA's Chapter Management Website (www.DBSAAlliance.org/ChapMgtEntrance.html) for the TRANSCRIPT from that first session. There was GREAT discussion by about 20 participants.

DBSA_STAFF - MATT (Feb 16, 2005 8:09:07 PM)

We've got about 37 people registered for tonight (who knows how many will actually join us)! That's a lot for an online chat, so please be patient and understanding, if you would.

DBSA_STAFF - MATT (Feb 16, 2005 8:09:43 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 session planned: March 16 – Case Study Discussions

DBSA_STAFF - MATT (Feb 16, 2005 8:10:10 PM)

I'll try to make sure we stay on topic tonight, so please be understanding if I try to redirect our conversation at any point...

DBSA_STAFF - MATT (Feb 16, 2005 8:10:43 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.

DBSA_STAFF - MATT (Feb 16, 2005 8:10:56 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 (Feb 16, 2005 8:11:13 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 (Feb 16, 2005 8:11:32 PM)
Where's everyone typing from?

evercreed (Feb 16, 2005 8:11:37 PM)
ohio

Gerry (Feb 16, 2005 8:11:39 PM)
Arkansas

bonnier (Feb 16, 2005 8:11:41 PM)
New Jersey

Tattam (Feb 16, 2005 8:11:48 PM)
Seattle

rb (Feb 16, 2005 8:11:50 PM)
Connecticut

bob (Feb 16, 2005 8:11:56 PM)
New York

Gerry (Feb 16, 2005 8:11:59 PM)
our first meeting is March 7

DBSA_STAFF - MATT (Feb 16, 2005 8:12:01 PM)
I'm in Chicago (if you didn't guess)

DBSA_STAFF - MATT (Feb 16, 2005 8:12:14 PM)
That's great, Gerry

Gerry (Feb 16, 2005 8:12:26 PM)
can't wait

rb (Feb 16, 2005 8:12:42 PM)
best wishes Gerry!!!

DBSA_STAFF - MATT (Feb 16, 2005 8:12:47 PM)
We're obviously all here at different levels of experience, so hopefully we can learn from one another...

DBSA_STAFF - MATT (Feb 16, 2005 8:12:58 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_STAFF - MATT (Feb 16, 2005 8:13:29 PM)
Welcome to those just arriving... This is the second session of the Online Facilitator Orientation Series! It's o.k. if you weren't here for the first session...

DBSA_STAFF - MATT (Feb 16, 2005 8:13:46 PM)
To get onto our topic... What are some examples of CHALLENGES you've faced (or could imagine facing) as a support group facilitator?

Jimbo (Feb 16, 2005 8:13:47 PM)
Thank you

evercreed (Feb 16, 2005 8:14:02 PM)
breakdowns from group members

DBSA_STAFF - MATT (Feb 16, 2005 8:14:23 PM)
how do you mean, evercreed?

Gerry (Feb 16, 2005 8:14:25 PM)
everyone not getting time to share/checkin.

DBSA_STAFF - MATT (Feb 16, 2005 8:14:26 PM)
others?

bonnier (Feb 16, 2005 8:14:29 PM)
Issues I've been contending with are people who think that board members or facilitators don't have issues themselves despite them saying so

DBSA_STAFF - MATT (Feb 16, 2005 8:14:43 PM)
Good ones... others?

bob (Feb 16, 2005 8:14:49 PM)
cross talking

evercreed (Feb 16, 2005 8:14:50 PM)
We'll, we had one member go into another room for the meeting and cry. I stayed there with her and had another member run the meeting.

DBSA_STAFF - MATT (Feb 16, 2005 8:14:55 PM)
Gerry, I think yours "not getting time to share" is important.

DBSA_STAFF - MATT (Feb 16, 2005 8:15:22 PM)
Good solution, evercreed... Has anyone else had a similar experience with a member "breaking down?"

Gerry (Feb 16, 2005 8:15:38 PM)
went to meetings in Austin, TX for quite a while. we learned to split the group up when it got larger than 10

evercreed (Feb 16, 2005 8:15:42 PM)
I hate to use "break down" but its the best way to describe it

DBSA_STAFF - MATT (Feb 16, 2005 8:15:54 PM)
Cross Talking is very difficult to curb... isn't it Bob?

bob (Feb 16, 2005 8:16:14 PM)
It is hard when everyone is enthusiastic

DBSA_STAFF - MATT (Feb 16, 2005 8:16:29 PM)
Very good Gerry... We recommend groups NO LARGER than 12. That's important to prevent challenges.

Jimbo (Feb 16, 2005 8:16:40 PM)

Facillitators who push religion and in their own words "try to make them better people by making them face their problems".

Tattam (Feb 16, 2005 8:16:44 PM)

It's hard when they're not enthusiastc and no one speaks.

Gerry (Feb 16, 2005 8:16:53 PM)

the quiet ones worry me

DBSA_STAFF - MATT (Feb 16, 2005 8:17:00 PM)

yes, Bob... You hate to stop the enthusiasm, and the helpfulness, but it is important to focus the discussion on support... good.

DBSA_STAFF - MATT (Feb 16, 2005 8:17:26 PM)

Jimbo! GREAT ONE! That is a big challenge for many groups... and not just religion, but "their solutions" too.

DBSA_STAFF - MATT (Feb 16, 2005 8:17:52 PM)

Tattam... That's a real challenge too... unresponsive participants.

Jimbo (Feb 16, 2005 8:18:13 PM)

How does one stop a facillitator who behaves that way?

DBSA_STAFF - MATT (Feb 16, 2005 8:18:15 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_STAFF - MATT (Feb 16, 2005 8:18:33 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

DBSA_STAFF - MATT (Feb 16, 2005 8:19:08 PM)

Jimbo... GREAT QUESTION TO THE GROUP! "How does one stop an unruly, prescribing, overbearing facilitator?" ANYONE?

bonnier (Feb 16, 2005 8:19:37 PM)

Telling the person using "I" statements how you feel about their style

Gerry (Feb 16, 2005 8:19:39 PM)

I've read that you should have a plan for the participants in crisis in group. Can you give some examples of what that might look like?

DBSA_STAFF - MATT (Feb 16, 2005 8:19:51 PM)

Great, Bonnie..

bob (Feb 16, 2005 8:20:14 PM)

Ask for a private talk and explain the problem

DBSA_STAFF - MATT (Feb 16, 2005 8:20:16 PM)
Gerry, let's address that in a bit... GOOD QUESTION.

bonnier (Feb 16, 2005 8:20:17 PM)
Gerry - I agree. We're working on one that will provide an algorithm so some people can choose which way - would share it if you wish

evercreed (Feb 16, 2005 8:20:26 PM)
good one bob

Gerry (Feb 16, 2005 8:20:55 PM)
thanks bonnie

DBSA_STAFF - MATT (Feb 16, 2005 8:21:23 PM)
yeah, a private, personal conversation often goes a lot further than people expect it to... Often we make excuses to avoid private conversations about challenges, but they are normally the BEST first step.

rb (Feb 16, 2005 8:21:28 PM)
perhaps a 22nd century approach.. but maybe build an "expert system" tree program for how to deal with situations

bonnier (Feb 16, 2005 8:21:32 PM)
Not sure if I was clear - have some people who want to call "911" if person suicidal. Have others who would want to try to empower person to call doctor, hospital, whatever. Want it in writing re: legality, etc, but want facilitators to be comfortable too.

DBSA_STAFF - MATT (Feb 16, 2005 8:22:05 PM)
That's part of your crisis plan, Bonnie? Sounds good.

DBSA_STAFF - MATT (Feb 16, 2005 8:22:10 PM)
How could all of these abovementioned challenges be AVOIDED / PREVENTED before they happen???

bonnier (Feb 16, 2005 8:22:22 PM)
Now if only could complete it. Been group goal since last summer

bonnier (Feb 16, 2005 8:22:42 PM)
Group guidelines and agreement - make sure people know what is expected of them

bonnier (Feb 16, 2005 8:22:45 PM)
Safety plan

bonnier (Feb 16, 2005 8:22:50 PM)
facilitator meetings

DBSA_STAFF - MATT (Feb 16, 2005 8:23:01 PM)
Expectations are VERY important, Bonnie, I agree...

bob (Feb 16, 2005 8:23:04 PM)
Make sure the guidelines are read to everyone

DBSA_STAFF - MATT (Feb 16, 2005 8:23:22 PM)

EVERYONE: Do your groups set clear expectations in writing or verbally of everyone?

bonnier (Feb 16, 2005 8:23:24 PM)

We have people sign agreeing to guidelines before participating in group. Then, we review them each time as well.

DBSA_STAFF - MATT (Feb 16, 2005 8:23:31 PM)

Bob... The guidelines are key, I agree...

bonnier (Feb 16, 2005 8:23:54 PM)

Think it's also important to update guidelines per needs of group

DBSA_STAFF - MATT (Feb 16, 2005 8:24:08 PM)

DBSA recommends that each group develops a plan of action for each of these challenges so that the GROUP can manage the challenges together. What are some other examples (following Bonnie's lead) of these?

DBSA_STAFF - MATT (Feb 16, 2005 8:24:12 PM)

How so, Bonnie? (update guidelines)

Gerry (Feb 16, 2005 8:24:41 PM)

one of the things that helped in austin was checking on participants that missed for awhile as long as they were comfortable with being contacted.

bonnier (Feb 16, 2005 8:25:17 PM)

We had in our guidelines "we use I statements". someone didn't and a person was upset and said what about guidelines. Now, we have "we encourage use of I statements" and added to that that if someone is giving feedback and you don't want it, you need to advise group you don't want it, etc, etc

DBSA_STAFF - MATT (Feb 16, 2005 8:25:19 PM)

That's good Gerry...

bonnier (Feb 16, 2005 8:25:31 PM)

I like that too Gerry

DBSA_STAFF - MATT (Feb 16, 2005 8:25:43 PM)

What are some other examples of plans to prevent challenges?

Gerry (Feb 16, 2005 8:26:00 PM)

several times that was what turned someone out of a deep depression

DBSA_STAFF - MATT (Feb 16, 2005 8:26:58 PM)

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

#3Fan (Feb 16, 2005 8:27:17 PM)

nope to Matts question

evercreed (Feb 16, 2005 8:27:28 PM)

no, but that is a great idea

DBSA_STAFF - MATT (Feb 16, 2005 8:27:43 PM)

DBSA's "Conflict Management Guide" has some examples of similar plans... A recent FYI article also suggested groups coming up with prevention/management plans together.

DBSA_STAFF - MATT (Feb 16, 2005 8:27:53 PM)

Once these challenges happen, as is often inevitable, what CHARACTERISTICS (attitudes/demeanors) could facilitators try to have to be most effective?

bonnier (Feb 16, 2005 8:28:10 PM)

be caring but also have boundaries

Gerry (Feb 16, 2005 8:28:32 PM)

how do you get the conflict mgmt plan is that in the chapter area?

DBSA_STAFF - MATT (Feb 16, 2005 8:28:33 PM)

Expand on "boundaries" if you could, Bonnie.

bob (Feb 16, 2005 8:28:37 PM)

calm attitude

bonnier (Feb 16, 2005 8:29:03 PM)

Be willing to stay with a person but if person is being abusive or needs to stay for hours on end, know your own limits

DBSA_STAFF - MATT (Feb 16, 2005 8:29:12 PM)

Gerry... Yes, in the Chapter Mangement Website... Lots of good stuff in there.

Gerry (Feb 16, 2005 8:29:32 PM)

thanks

DBSA_STAFF - MATT (Feb 16, 2005 8:29:38 PM)

Bob, a calm attitude is easier said than done... What are some techniques you use to maintain a calm attitude? Anyone else?

DBSA_STAFF - MATT (Feb 16, 2005 8:29:59 PM)

Very important to know your own limits... Good point, Bonnie.

DBSA_STAFF - MATT (Feb 16, 2005 8:30:12 PM)

What are some other ways that you have found effective to deal with any of these challenges?

bonnier (Feb 16, 2005 8:30:15 PM)

I know for me that I can do well in ER, but lose it after. Processing after the fact is real important for me

Tattam (Feb 16, 2005 8:30:23 PM)

No caffiene before the meeting, some calm time before you go to the meeting, general taking care of yourself.

DBSA_STAFF - MATT (Feb 16, 2005 8:30:48 PM)

GREAT POINTS, Tattam...

#3Fan (Feb 16, 2005 8:31:02 PM)

take a deap breath and think before you say anything

Gerry (Feb 16, 2005 8:31:03 PM)

have a break midway through group and take some time with the participant that is having a problem.

DBSA_STAFF - MATT (Feb 16, 2005 8:31:25 PM)

Bonnie, good idea about having some FACILITATOR PROCESSING TIME. Would anyone else find that useful? Some time to just vent and get support as a facilitator...

DBSA_STAFF - MATT (Feb 16, 2005 8:31:57 PM)

#3, Taking a deep breath is a bigger deal than it sounds like... Good point.

Tattam (Feb 16, 2005 8:32:26 PM)

I'd appreciate it as when I am my "real" self and let MY feelings totally out as the facilitator, I see the new people's eyes get really large....

Jimbo (Feb 16, 2005 8:32:32 PM)

Our group almost always has a facilitator meeting before the regular meeting begins. That goes a long way to setting the proper tone.

Gerry (Feb 16, 2005 8:32:54 PM)

that sounds like a great idea jimbo

DBSA_STAFF - MATT (Feb 16, 2005 8:33:01 PM)

Tattam... Yes, but because we're peers, we need to do more of that... excellent.

#3Fan (Feb 16, 2005 8:33:11 PM)

interesting jimbo, Im sure it does

bonnier (Feb 16, 2005 8:33:12 PM)

Tattam - I agree. Had some old people who "freaked" when they heard my story when I was severely depressed

DBSA_STAFF - MATT (Feb 16, 2005 8:33:22 PM)

Jimbo... that's great for groups with multiple facilitators... good idea.

DBSA_STAFF - MATT (Feb 16, 2005 8:34:30 PM)

Bonnie, that's why it is so important to maintain that "PEER" level of involvement... I do an exercise where people wear hats that say "I am the leader," and you'd be amazed at how the TITLE of "leader" changes how people treat one another.

Jimbo (Feb 16, 2005 8:35:07 PM)

The facilitators meeting allows us to discuss how to handle the problem people (we all know who they are) and which small group to steer them into when we break down into smaller groups at the start of the meeting.

bonnier (Feb 16, 2005 8:35:19 PM)

I consistently tell people I'm just like them and now the other facilitators help too. But people just don't see how someone who is really productive can still be depressed.

DBSA_STAFF - MATT (Feb 16, 2005 8:35:23 PM)

I'll give a little time here for anyone to ask questions about "Managing Facilitation Challenges." Anyone?

DBSA_STAFF - MATT (Feb 16, 2005 8:35:39 PM)

Good point, Bonnie... You set a great example.

rb (Feb 16, 2005 8:36:13 PM)

bringing small children to a meeting that are not well behaved?

bonnier (Feb 16, 2005 8:36:13 PM)

It's frustrating, but I also know when I need support. Their disbelief and misunderstanding are their issues to own, not mine.

bonnier (Feb 16, 2005 8:36:33 PM)

RB - do you have babysitters there and are meetings during the day?

Gerry (Feb 16, 2005 8:36:45 PM)

Are there any recommendations on how to avoid problems when just starting a group?

DBSA_STAFF - MATT (Feb 16, 2005 8:36:55 PM)

Good one, RB... Does anyone have any policies, techniques or thoughts about ill-behaved children in meetings?

rb (Feb 16, 2005 8:37:02 PM)

just a hypothetical children not at my group

bonnier (Feb 16, 2005 8:37:14 PM)

Make it very clear from beginning that group will only operate if people are willing to help. In other words, set standard from beginning.

DBSA_STAFF - MATT (Feb 16, 2005 8:37:26 PM)

Gerry.. EXCELLENT QUESTION... Let's make sure we all address that from our experience.

#3Fan (Feb 16, 2005 8:37:51 PM)

Im with Gerry!

rb (Feb 16, 2005 8:38:12 PM)

gerry i have built a website for my group it helps communication any thought that your group might build one?

bonnier (Feb 16, 2005 8:38:20 PM)

Will advise this - if people get used to 1-2 people doing everything, you will run into trouble later. That's why suggest team effort from beginning even if only 1 or 2 of you start group.

DBSA_STAFF - MATT (Feb 16, 2005 8:38:20 PM)

Any recommendations for NEW facilitators and NEW Groups? What is all of your expert advice? #3, Evercreed?

#3Fan (Feb 16, 2005 8:38:23 PM)

about 18 less than 1 year old

Gerry (Feb 16, 2005 8:38:33 PM)

that's in the to do list once we get going

evercreed (Feb 16, 2005 8:38:43 PM)

I'm still kinda learning to do it.

DBSA_STAFF - MATT (Feb 16, 2005 8:38:51 PM)
GREAT advice, Bonnie...

Tattam (Feb 16, 2005 8:39:08 PM)
Gerry--Try to instill at the start that facilitating is fun and others should volunteer. I feel our group has gotten too stiff and it's considered that only certain ones can facilitate.

Gerry (Feb 16, 2005 8:39:25 PM)
thanks tattam

evercreed (Feb 16, 2005 8:39:27 PM)
I advise not to be too strict on staying absolutely on topic. As long as you stay under the "umbrella", that is the most important thing.

Tattam (Feb 16, 2005 8:39:50 PM)
Good point Evercreed

DBSA_STAFF - MATT (Feb 16, 2005 8:39:51 PM)
Good thought, Tattam.. FACILITATING IS FUN!

rb (Feb 16, 2005 8:39:53 PM)
gerry collect email addresses at minimum...can communicate that way

evercreed (Feb 16, 2005 8:39:57 PM)
thank you tattam

Gerry (Feb 16, 2005 8:40:03 PM)
agreed rb

bonnier (Feb 16, 2005 8:40:21 PM)
I try to empower group members even when I'm facilitating so I can sit back and take part in group too. Most of time, it's successful.

DBSA_STAFF - MATT (Feb 16, 2005 8:40:22 PM)
Good point, Evercreed... I would advise setting objectives so you know what you want from the meeting... Define support.

evercreed (Feb 16, 2005 8:41:01 PM)
for me, support would understanding of my problem, encouraging, and willing to talk and listen to me.

evercreed (Feb 16, 2005 8:41:24 PM)
That is how I feel supported

DBSA_STAFF - MATT (Feb 16, 2005 8:41:35 PM)
Anyone have challenges with suicidality in their group? I know others have mentioned that as a serious challenge in the past? Any fear of that?

#3Fan (Feb 16, 2005 8:41:41 PM)
We allow the "group" to meet and make decisions in a business meeting; Confidentiality is crucial; I've lost my copy Matt, but the guidelines you drilled at us last month! :-) (answer to 5 minutes ago!!)

DBSA_STAFF - MATT (Feb 16, 2005 8:41:43 PM)

Good evercreed... good to define it.

rb (Feb 16, 2005 8:41:59 PM)

gerry how about the no fee, free, donation aspect for meeting have you settled that issue i think some groups ask for a donation?

bonnier (Feb 16, 2005 8:42:15 PM)

Know that other group (not one I led) but same night had 2 people at same time who seemed to spin off one another. Facilitator and buddy stayed with board to process after group.

DBSA_STAFF - MATT (Feb 16, 2005 8:42:16 PM)

You're right, #3, DBSA Guidelines are VITAL, and can help with almost any major challenge.

Gerry (Feb 16, 2005 8:43:01 PM)

probably keep it free but ask for donations to defray cost of materials is need be. I don't know for sure.

DBSA_STAFF - MATT (Feb 16, 2005 8:43:26 PM)

Welcome all newcomers...

DBSA_STAFF - MATT (Feb 16, 2005 8:43:56 PM)

DBSA SUPPORT GROUPS MUST BE FREE. Requesting donations is fine, and can be

DBSA_STAFF - MATT (Feb 16, 2005 8:44:15 PM)

As for crisis plans that we discussed earlier...

DBSA_STAFF - MATT (Feb 16, 2005 8:44:59 PM)

DBSA Gold Coast (FL) has suggested these 10 steps to managing a crisis (such as a suicidal participant)... Here they are: 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.

bonnier (Feb 16, 2005 8:45:00 PM)

Ours are going to include notebooks (1 for each group) which will have hotline numbers, hospital phones, address where group meets, our safety plan, etc

#3Fan (Feb 16, 2005 8:45:31 PM)

Donations is the tricky thing with us since we are so new; I think we have a great group that feeds off of helping each other (sorry I'm slow)

DBSA_STAFF - MATT (Feb 16, 2005 8:45:49 PM)

5. Ask direct questions. Determine how SPECIFIC, how AVAILABLE, and how LETHAL their suicide plan is.

DBSA_STAFF - MATT (Feb 16, 2005 8:46:13 PM)

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.

bonnier (Feb 16, 2005 8:46:20 PM)

I agree with directness. Some people have ideation but have no plan to act, thus no need to call 911

DBSA_STAFF - MATT (Feb 16, 2005 8:46:39 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.

Gerry (Feb 16, 2005 8:46:48 PM)

i listened to a speaker once talk about his wife who was bipolar and had a plan for a long time and didn't know it until he asked point blank and she told him about it.

#3Fan (Feb 16, 2005 8:46:53 PM)

okay Matt, where can we get this list; it is great!

DBSA_STAFF - MATT (Feb 16, 2005 8:47:06 PM)

Any others you would add to that list?

Tattam (Feb 16, 2005 8:47:33 PM)

I try, without negating how they're feeling right now, to remind them of how temporary our suicidal times can be. CAN be...I acknowledge that not all are so temporary feeling.

bonnier (Feb 16, 2005 8:47:49 PM)

Part of details, but have person call their therapist, hotline, doctor or whatever. Try to empower person to make their own decisions, not to have decisions made for them - if possible.

DBSA_STAFF - MATT (Feb 16, 2005 8:47:51 PM)

#3... Yes, it is good... It came from something on the Chap. Mgt. Website... I can find it somewhere.

DBSA_STAFF - MATT (Feb 16, 2005 8:48:03 PM)

Well said, Tattam.

#3Fan (Feb 16, 2005 8:48:39 PM)

thanks if you can point us to it! no comments come to my mind

DBSA_STAFF - MATT (Feb 16, 2005 8:49:23 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?

bonnier (Feb 16, 2005 8:49:37 PM)

be direct

MikeS (Feb 16, 2005 8:49:40 PM)

One of the thing we struggle with in our group is individuals who try to talk over or monopolize the discussion...

evercreed (Feb 16, 2005 8:49:51 PM)
Matt, I'm still working on that issue

britney (Feb 16, 2005 8:49:51 PM)
I do have a question though Matt... what happens if someone you know says that they have feelings like that, but would never actually carry them out? What do you do in a situation like that?

DBSA_STAFF - MATT (Feb 16, 2005 8:49:55 PM)
Give us an example, Bonnie...

#3Fan (Feb 16, 2005 8:49:58 PM)
Matt, that one is me!! (the breaking in that is)

evercreed (Feb 16, 2005 8:50:07 PM)
I try to cut in when the person stops for a second or two to take a breath.

rb (Feb 16, 2005 8:50:20 PM)
go to a classroom situation..myabe look i hate to suggest this but raise your hand when you ant to tlak...

DBSA_STAFF - MATT (Feb 16, 2005 8:50:21 PM)
What do you think, Britney? Others to Britney?

bonnier (Feb 16, 2005 8:50:38 PM)
When we get multiple conversations going, I just try to interrupt all of them long enough by calling a spade and then people think and realize what they're doing

britney (Feb 16, 2005 8:50:48 PM)
I don't know... I trust this person that they won't do anything.

DBSA_STAFF - MATT (Feb 16, 2005 8:50:50 PM)
RB... Silly that we should need to do this, but it is necessary sometimes.. :-)

bob (Feb 16, 2005 8:50:50 PM)
Ask them if they could hold some of thier thoughts while others speak and then come back to them

Gerry (Feb 16, 2005 8:50:52 PM)
i agree with bonnier we usually point out that it's important to let everyone have a chance and if there is time left over then they can get back to what they were talking about.

Tattam (Feb 16, 2005 8:50:53 PM)
Yah, I have a hard time interrupting and have stood on ocssion to get attention. I'm thinking of having coloured flags some days. Checkered flag could me "STOP!" ;-)

#3Fan (Feb 16, 2005 8:51:18 PM)
good evercreed; We have started rasing hands and calling on people; but you still have those two!

MikeS (Feb 16, 2005 8:51:22 PM)
I LIKE the flag idea!!!

rb (Feb 16, 2005 8:51:53 PM)
lords of the flies maybe.. pass the conch grin

evercreed (Feb 16, 2005 8:51:59 PM)
lol rb

bonnier (Feb 16, 2005 8:52:05 PM)
Love the flag idea

evercreed (Feb 16, 2005 8:52:08 PM)
But we know what happened in lord of the flies

DBSA_STAFF - MATT (Feb 16, 2005 8:52:11 PM)
Instead of Flags or hands, some groups give every member a copy of the DBSA GUIDELINES, and they hold up their copy when things are off track.

#3Fan (Feb 16, 2005 8:52:12 PM)
Someone suggest a sand glass like is used in a game

bonnier (Feb 16, 2005 8:52:23 PM)
We're talking about having each member having an index card to throw in the middle if they get uncomfortable

DBSA_STAFF - MATT (Feb 16, 2005 8:52:27 PM)
good point evercreed :-O

#3Fan (Feb 16, 2005 8:52:32 PM)
Great idea Matt

mitch (Feb 16, 2005 8:52:33 PM)
I remind people during side conversations of the rules about letting one person speak and they usually get the message

evercreed (Feb 16, 2005 8:52:39 PM)
thanks Matt, but I was joking

evercreed (Feb 16, 2005 8:52:56 PM)
:)

DBSA_STAFF - MATT (Feb 16, 2005 8:53:11 PM)
good mitch... very important to continue reinforcing those messages.

rb (Feb 16, 2005 8:53:13 PM)
i agree lord of the flies no conch, maybe a symbol of hope like an anchor

DBSA_STAFF - MATT (Feb 16, 2005 8:53:25 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_STAFF - MATT (Feb 16, 2005 8:53:29 PM)
What are some safe phrases you could BLURT out to move the discussion along, and not cause too much conflict??????

bonnier (Feb 16, 2005 8:53:31 PM)
is that what all of these anchors are all about?

Roxann (Feb 16, 2005 8:53:56 PM)
i am learning

rb (Feb 16, 2005 8:53:57 PM)
anchor is a symbol of hope i think

bonnier (Feb 16, 2005 8:54:10 PM)
Was wondering why there was an anchor next to my name

Roxann (Feb 16, 2005 8:54:24 PM)
what is mine

DBSA_STAFF - MATT (Feb 16, 2005 8:54:27 PM)
What are some safe phrases you could BLURT out to move the discussion along, and not cause too much conflict??????

MikeS (Feb 16, 2005 8:54:28 PM)
It's been a LONG time since I've read Lord of the Flies!!

mitch (Feb 16, 2005 8:54:39 PM)
I ask politely if a person would mind letting the group continue to the next person because our group is very large 20-25 people

Tattam (Feb 16, 2005 8:54:40 PM)
Yes Matt, one of the things that gives me the strenght to be forceful in rough situations is that I remember I'm there to protect the group, watch out for their best interests as a whole.

rb (Feb 16, 2005 8:54:43 PM)
thanks everyone i learned alot

bob (Feb 16, 2005 8:55:04 PM)
Tell the time

DBSA_STAFF - MATT (Feb 16, 2005 8:55:08 PM)
GREAT POINT Tattam...

DBSA_STAFF - MATT (Feb 16, 2005 8:55:20 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?"

bonnier (Feb 16, 2005 8:55:28 PM)
One issue I have problems with is when a person who is also a facilitator and can be intimidating monopolizes. That's hard and it's kind of hard to cut person off, at least for me

mitch (Feb 16, 2005 8:55:31 PM)
I am considering approaching the group with the idea of using a timer as a guide

Gerry (Feb 16, 2005 8:55:56 PM)
maybe pass an egg timer around

DBSA_STAFF - MATT (Feb 16, 2005 8:56:11 PM)

Do you have any final tips/insight to share with your fellow facilitators?

mitch (Feb 16, 2005 8:56:13 PM)

something that doesn't tick

bob (Feb 16, 2005 8:56:17 PM)

That is a tough one, bonnier

bonnier (Feb 16, 2005 8:56:23 PM)

We tend to have more of discussion in groups I lead where I hope for everyone to join in so we don't tend to need timer

Gerry (Feb 16, 2005 8:56:29 PM)

good point mitch

MikeS (Feb 16, 2005 8:56:42 PM)

I don't know... A timing device (sand or timer) may intimidate some who need to share...

Tattam (Feb 16, 2005 8:56:47 PM)

I've found a few times where I've let someone go on and the group learns from it, helps that person but also it's a topic I've heard in the past and know others will benefit from.

bonnier (Feb 16, 2005 8:57:10 PM)

think it's okay to let someone go on providing others are involved in sharing and learnign

mitch (Feb 16, 2005 8:57:43 PM)

I have thought of that , that is why it would be necessary for the group to discuss it and agree

bonnier (Feb 16, 2005 8:57:47 PM)

Wow - Matt this chat stuff is cool but it's hard to keep up with multiple conversations. Great idea though

MikeS (Feb 16, 2005 8:57:48 PM)

I think it depends on how the person is going on... Are they being controlling, etc...

Tattam (Feb 16, 2005 8:58:15 PM)

Good point MikeS

DBSA_STAFF - MATT (Feb 16, 2005 8:58:16 PM)

I agree Bonnie... Reading the transcript will help. And I will look into the CM Site.

DBSA_STAFF - MATT (Feb 16, 2005 8:58:31 PM)

Very good point, Mike

DBSA_STAFF - MATT (Feb 16, 2005 8:58:43 PM)

On March 16th we'll be using some Case Studies to learn together through this chat forum. Don't miss that!

bonnier (Feb 16, 2005 8:58:56 PM)

How are we going to do case study on line?

DBSA_STAFF - MATT (Feb 16, 2005 8:59:04 PM)

Looking forward to chatting again on March 16th! Until then, I can be reached at MMattson@DBSAlliance.org or (800) 826-3632.

mitch (Feb 16, 2005 8:59:11 PM)

I'm sorry that this doesn't last longer

DBSA_STAFF - MATT (Feb 16, 2005 8:59:12 PM)

Bonnie... You'll see.

Gerry (Feb 16, 2005 8:59:18 PM)

can't wait matt.

#3Fan (Feb 16, 2005 8:59:20 PM)

Thanks Matt!!

bonnier (Feb 16, 2005 8:59:24 PM)

Look forward to it

mitch (Feb 16, 2005 8:59:27 PM)

Thanks Matt!

Tattam (Feb 16, 2005 8:59:30 PM)

Thanks Matt, everyone!

DBSA_STAFF - MATT (Feb 16, 2005 8:59:32 PM)

You're all welcome to continue the conversation...

bonnier (Feb 16, 2005 8:59:32 PM)

Thanks Matt

DBSA_STAFF - MATT (Feb 16, 2005 8:59:34 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.

MikeS (Feb 16, 2005 8:59:37 PM)

How do we print off the discussion from tonight?... Thanks...

evercreed (Feb 16, 2005 8:59:38 PM)

Thanks Matt

#3Fan (Feb 16, 2005 8:59:40 PM)

Good night everyone!

DBSA_STAFF - MATT (Feb 16, 2005 8:59:51 PM)

DBSA's 2005 Conferences & CLF Events Mark your calendar today! August 27 & 28 in Rosemont, IL September 10 & 11 in Whippany, NJ October 8 & 9 in Fort Worth, TX

bonnier (Feb 16, 2005 8:59:51 PM)

Be well to DBSA people across country

mitch (Feb 16, 2005 9:00:05 PM)
I'll be there

DBSA_STAFF - MATT (Feb 16, 2005 9:00:06 PM)
There will be a transcript in the Chapter Mangement Section of the website next week sometime.

DBSA_STAFF - MATT (Feb 16, 2005 9:00:26 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. I'll be signing off now! Thanks!

DBSA_STAFF - MATT (Feb 16, 2005 9:00:37 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. I'll be signing off now! Thanks!