



Depression and Bipolar  
Support Alliance

TRANSCRIPT

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

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

Facilitated by Matt Mattson, Chapter Relations Manger – DBSA

**Matt DBSA Staff** (Sep 21, 2005 8:08:25 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 or second sessions...

**Matt DBSA Staff** (Sep 21, 2005 8:08:42 PM)

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

**JenniferW** (Sep 21, 2005 8:08:57 PM)

awesome

**Matt DBSA Staff** (Sep 21, 2005 8:09:10 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... Who knows how many will join us though.

**Matt DBSA Staff** (Sep 21, 2005 8:09:37 PM)

We'll stop the FORMAL discussion at 8:00 p.m. CT (or a little before), 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, we'll be starting another 3-session series on October 19th!

**Matt DBSA Staff** (Sep 21, 2005 8:09:53 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...

**JenniferW** (Sep 21, 2005 8:10:01 PM)

ok ;)

**Matt DBSA Staff** (Sep 21, 2005 8:10:16 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.

**Matt DBSA Staff** (Sep 21, 2005 8:10:27 PM)

The success of this session depends, though, on your participation.

**Matt DBSA Staff** (Sep 21, 2005 8:10:37 PM)

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

**RonnieH** (Sep 21, 2005 8:10:47 PM)

ok

**Matt DBSA Staff** (Sep 21, 2005 8:10:47 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.

**Matt DBSA Staff** (Sep 21, 2005 8:11:04 PM)

Everyone ready to get started?

**JenniferW** (Sep 21, 2005 8:11:07 PM)

yes

**Judy** (Sep 21, 2005 8:11:10 PM)

Yes

**RonnieH** (Sep 21, 2005 8:11:17 PM)

sure

**LBImary** (Sep 21, 2005 8:11:18 PM)

Yes

**Matt DBSA Staff** (Sep 21, 2005 8:11:28 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.

**Matt DBSA Staff** (Sep 21, 2005 8:11:55 PM)

If you didn't get those... don't worry

**Matt DBSA Staff** (Sep 21, 2005 8:12:09 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.

**RonnieH** (Sep 21, 2005 8:12:14 PM)

ok I have mine open

**Matt DBSA Staff** (Sep 21, 2005 8:12:34 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.

**JenniferW** (Sep 21, 2005 8:12:43 PM)

ok

**Matt DBSA Staff** (Sep 21, 2005 8:12:50 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."

**Matt DBSA Staff** (Sep 21, 2005 8:13:25 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?

**RonnieH** (Sep 21, 2005 8:14:17 PM)

not supporting each other very well due to the negative Nancy

**JenniferW** (Sep 21, 2005 8:14:24 PM)

They don't know how to reach her

**Matt DBSA Staff** (Sep 21, 2005 8:14:31 PM)

good... good...

**JenniferW** (Sep 21, 2005 8:14:55 PM)

ideas and comments being 'shot down' can bring others down

**Matt DBSA Staff** (Sep 21, 2005 8:15:06 PM)

good point, Jennifer...

**Judy** (Sep 21, 2005 8:15:13 PM)

The format of the meeting may be the same over and over again.

**Matt DBSA Staff** (Sep 21, 2005 8:15:31 PM)

How do you mean, Judy? Like it is boring?

**munchies** (Sep 21, 2005 8:15:38 PM)

hello everyone

**LBIMary** (Sep 21, 2005 8:15:47 PM)

It seems that the participants have been successful in overcoming issues and I would encourage Nancy to try one or two of their suggestions and report back the next week. She is probably looking for attention and not getting it because she is negative. Perhaps if she were to cooperate with some nudging, she would become less negative.

**Matt DBSA Staff** (Sep 21, 2005 8:15:50 PM)

Hi Munchies... welcome.

**munchies** (Sep 21, 2005 8:16:00 PM)

thank you

**Matt DBSA Staff** (Sep 21, 2005 8:16:20 PM)

Good response LBIMary... very good. Great job seeing into her real needs...

**RonnieH** (Sep 21, 2005 8:16:23 PM)

We could take her aside and explain so she might better understand and start supporting instead of shooting down the others

**Judy** (Sep 21, 2005 8:16:24 PM)

Everything is done the same way at the same time which allows Nancy the same comments each meeting

**JenniferW** (Sep 21, 2005 8:16:30 PM)

yeah, maybe guide her a little harder to tell a success story, even its a small thing

**Matt DBSA Staff** (Sep 21, 2005 8:16:34 PM)

Any other thoughts on what is REALLY going on here.

**Matt DBSA Staff** (Sep 21, 2005 8:16:41 PM)

good, Ronnie

**Matt DBSA Staff** (Sep 21, 2005 8:16:53 PM)

I see, Judy. good.

**munchies** (Sep 21, 2005 8:16:53 PM)

this is my first time in this room tonight

**Matt DBSA Staff** (Sep 21, 2005 8:17:08 PM)

Good idea, Jennifer. Push til the positive comes out.

**Matt DBSA Staff** (Sep 21, 2005 8:17:17 PM)

CS1 Q2: What are some actions that the leaders of this group could take to improve the situation for the future?

**Matt DBSA Staff** (Sep 21, 2005 8:17:38 PM)

Beyond what you've already mentioned... let's brainstorm a little

**LBImary** (Sep 21, 2005 8:17:57 PM)

Negative Nancy may not have much in the area of support in her life - it may take some added effort on the part of the group members to convince her that there is hope and her group is on her side.

**Matt DBSA Staff** (Sep 21, 2005 8:18:06 PM)

I'll remind you all that this session is about you sharing best practices, and creatively problem solving. The best ideas will come from you. Don't be afraid to throw out some thoughts.

**RonnieH** (Sep 21, 2005 8:18:16 PM)

keep things running positive instead of negative all the time

**Matt DBSA Staff** (Sep 21, 2005 8:18:36 PM)

good... Mary. That's very true. Good idea to come into the situation with a compassionate attitude about how each of us comes from our own unique challenges.

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

Good, Ronnie... any ways that you know of to do that effectively?

**Matt DBSA Staff** (Sep 21, 2005 8:19:02 PM)

CS1 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

**JenniferW** (Sep 21, 2005 8:19:32 PM)

we had someone like this that just stopped coming on his own. we dropped the ball i guess

**JenniferW** (Sep 21, 2005 8:19:39 PM)

we didnt know what to do

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

Maybe not Jennifer. It is a tough situation.

**Matt DBSA Staff** (Sep 21, 2005 8:19:56 PM)

Anyone else have thoughts for Jennifer, or for the question?

**LBImary** (Sep 21, 2005 8:20:07 PM)

We go around the room at our meetings and allow each person to share; those who have greater issues take more time and we allow it.

**Matt DBSA Staff** (Sep 21, 2005 8:20:37 PM)

Seems like a great practice, Mary.

**LBImary** (Sep 21, 2005 8:20:54 PM)

This way people know that the group is willing to help with their problem and they will not be pushed aside for lack of time.

**JenniferW** (Sep 21, 2005 8:20:57 PM)

at ours too, we have an introduction phase that makes sure every person can talk

**RonnieH** (Sep 21, 2005 8:21:01 PM)

be optimistic andenthusiastic about the group moving forward and point out the good cognitive things that is going on in their lives

**Matt DBSA Staff** (Sep 21, 2005 8:21:24 PM)

That's good, Ronnie. That's the essence of support, I think.

**Judy** (Sep 21, 2005 8:21:37 PM)

We use a check in to allow each person time to talk

**JenniferW** (Sep 21, 2005 8:22:13 PM)

mabye ask Neg Nancy to help you support others, she might catch on to the idea of helping others by seeing from the other side of the coin

**Matt DBSA Staff** (Sep 21, 2005 8:22:15 PM)

I really liked the idea earlier about pulling the perosn aside individually and trying to figure out what they really need/want... maybe its attention, maybe it is a slight change, or maybe they can't be satisfied, and if that's the case we can't blame ourselves, that's for sure.

**LBImary** (Sep 21, 2005 8:22:27 PM)

We also have a telephone list of those persons who choose to be on it; that way when certain people in the group 'connect' they can contact each other in between meetings. Friendships and one on one support has been established through this practice.

**Matt DBSA Staff** (Sep 21, 2005 8:22:36 PM)

GREAT idea, Jennifer. Empowerment/Involvement is a great way to change a perspective.

**LBImary** (Sep 21, 2005 8:22:55 PM)  
Very good Jennifer. I like your idea.

**JenniferW** (Sep 21, 2005 8:23:10 PM)  
thanks!

**Matt DBSA Staff** (Sep 21, 2005 8:23:32 PM)  
Let's pause for a moment... like they do on Jeopardy! Where's everyone chatting from?

**JenniferW** (Sep 21, 2005 8:23:39 PM)  
NJ

**RonnieH** (Sep 21, 2005 8:23:43 PM)  
ky

**Judy** (Sep 21, 2005 8:23:44 PM)  
AZ

**LBImary** (Sep 21, 2005 8:23:53 PM)  
I'm on Long Beach Island in New Jersey.

**Matt DBSA Staff** (Sep 21, 2005 8:23:55 PM)  
I'm in Chicago, if you hadn't guessed.

**hc** (Sep 21, 2005 8:24:07 PM)  
nc

**rts** (Sep 21, 2005 8:24:09 PM)  
Florida

**Matt DBSA Staff** (Sep 21, 2005 8:24:19 PM)  
Welcome from everywhere...

**Matt DBSA Staff** (Sep 21, 2005 8:24:28 PM)  
Great work! Let's move to Case Study #2

**Matt DBSA Staff** (Sep 21, 2005 8:24:36 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.

**Matt DBSA Staff** (Sep 21, 2005 8:25:15 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?

**LBImary** (Sep 21, 2005 8:26:00 PM)  
We explain at the beginning that it's one person at a time. If a short discussions occurs, okay, but what you're describing is cut short by a reminder.

**JenniferW** (Sep 21, 2005 8:26:03 PM)  
the facilitator has to bring her back around to the topic

**JenniferW** (Sep 21, 2005 8:26:11 PM)  
yeah

**Matt DBSA Staff** (Sep 21, 2005 8:26:28 PM)  
OK....

**RonnieH** (Sep 21, 2005 8:26:29 PM)  
getting everyone time to support one another and share in the success stories instead of the negative energy in the room

**Matt DBSA Staff** (Sep 21, 2005 8:26:35 PM)  
CS2 Q2: What are some actions that the leaders of this group could take to improve the situation for the future?

**Judy** (Sep 21, 2005 8:27:16 PM)  
Stress the Guidelines and stick to them

**JenniferW** (Sep 21, 2005 8:27:28 PM)  
we all go to a diner after the meeting. we could invite her and say, 'we can talk about that at the diner if you like.'

**Matt DBSA Staff** (Sep 21, 2005 8:27:35 PM)  
What is the best way to do that, Judy (or anyone?)

**RonnieH** (Sep 21, 2005 8:27:46 PM)  
make sure that everyone fully understands that they all get equal time at speaking

**Matt DBSA Staff** (Sep 21, 2005 8:27:54 PM)  
good, Jennifer... there is some discussion that is better had elsewhere.

**LBImary** (Sep 21, 2005 8:27:57 PM)  
The facilitator has to develop the respect of the group so when the guidelines are stated they cooperate.

**Matt DBSA Staff** (Sep 21, 2005 8:28:09 PM)  
Ronnie, how do you guarantee that?

**JenniferW** (Sep 21, 2005 8:28:16 PM)  
true LBImary

**Judy** (Sep 21, 2005 8:28:20 PM)  
We start each meeting with a reading and explanation of the Guidelines

**Matt DBSA Staff** (Sep 21, 2005 8:28:31 PM)  
How do you develop that respect, Mary?

**Matt DBSA Staff** (Sep 21, 2005 8:28:44 PM)  
good, Judy. Do you just read them, or do you agree to them?

**RonnieH** (Sep 21, 2005 8:28:52 PM)  
by posting and giving everyone a set of rules then explain them one on one

**rts** (Sep 21, 2005 8:28:52 PM)  
Set your guidelines at the start of the meeting.

**Judy** (Sep 21, 2005 8:29:17 PM)  
We stress that we must all agree to do them

**rts** (Sep 21, 2005 8:29:17 PM)  
no one person should monopolize group time

**Matt DBSA Staff** (Sep 21, 2005 8:29:20 PM)  
Good, Ronnie... and RTS

**Matt DBSA Staff** (Sep 21, 2005 8:29:24 PM)  
Good, Judy.

**LBImary** (Sep 21, 2005 8:29:24 PM)  
Our facilitator has our respect perhaps because her personality exudes trust and stability.

**Matt DBSA Staff** (Sep 21, 2005 8:29:30 PM)  
Yeah, RTS, that's a guideline. GREAT

**Matt DBSA Staff** (Sep 21, 2005 8:29:58 PM)  
perhaps, Mary. Would anyone out there say that there are specific ways that a facilitator can build trust in a group?

**LBImary** (Sep 21, 2005 8:30:42 PM)  
Show concern for individuals by keeping in touch in between meetings and totally

**JenniferW** (Sep 21, 2005 8:30:43 PM)  
by not gossiping or talking about members

**Matt DBSA Staff** (Sep 21, 2005 8:30:53 PM)  
CS2 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

**LBImary** (Sep 21, 2005 8:30:56 PM)  
respecting confidentiality.

**LBImary** (Sep 21, 2005 8:31:08 PM)  
Sorry for that last sentence.

**Matt DBSA Staff** (Sep 21, 2005 8:31:17 PM)  
good ideas... all three of them. right on target

**JenniferW** (Sep 21, 2005 8:31:49 PM)  
and if you say you are going to do something for them, follow through and DO IT

**Matt DBSA Staff** (Sep 21, 2005 8:31:52 PM)

How about we talk about an example from one of your worlds now... Any case studies in your chapters that we can learn from?

**Matt DBSA Staff** (Sep 21, 2005 8:31:56 PM)

Good, Jennifer.

**LBImary** (Sep 21, 2005 8:32:26 PM)

Some of our members have relocated and we find a group in their new area for them.

**Matt DBSA Staff** (Sep 21, 2005 8:32:48 PM)

Mary, that's great! How do you go about doing that?

**LBImary** (Sep 21, 2005 8:32:50 PM)

We bring in names of books that have helped and pass a list around for each person.

**LBImary** (Sep 21, 2005 8:33:20 PM)

Just by checking the chapters within the state they move to. I believe it's on our site.

**Matt DBSA Staff** (Sep 21, 2005 8:33:37 PM)

That's a great service...

**Matt DBSA Staff** (Sep 21, 2005 8:33:47 PM)

Moving right along... Let's jump to Case Study #3!

**JenniferW** (Sep 21, 2005 8:33:57 PM)

ok

**Matt DBSA Staff** (Sep 21, 2005 8:34:00 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.

**Matt DBSA Staff** (Sep 21, 2005 8:34:31 PM)

Welcome to chapter leader online learning, CFC. We're talking about this...

**Matt DBSA Staff** (Sep 21, 2005 8:34:36 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.

**LBImary** (Sep 21, 2005 8:35:18 PM)

We ALWAYS ask the new people to open up, if they are too bashful, we have one of the older members start so the new person feels more comfortable.

**Matt DBSA Staff** (Sep 21, 2005 8:35:19 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?

**Matt DBSA Staff** (Sep 21, 2005 8:35:52 PM)

Good, Mary... that's good. Do you think that makes everyone comfortable? Comfort seems to be a very important thing for our meetings.

**JenniferW** (Sep 21, 2005 8:36:05 PM)

the regulars are almost 'too comfortable' in the group. we can suggest they introduce themselves to new members

**Matt DBSA Staff** (Sep 21, 2005 8:36:21 PM)

Yes, Jennifer... that's great.

**Matt DBSA Staff** (Sep 21, 2005 8:36:34 PM)

I take it many of your chapters (all) have "regulars"

**LBImary** (Sep 21, 2005 8:36:38 PM)

In a way, it's good to know that the 'old' members are creating friendships with each other. This can be a good sign, even point it out to the new person. Then encourage the new ones to speak by asking their opinions, etc.

**Judy** (Sep 21, 2005 8:37:09 PM)

We have a check in where each person tells about himself. We start with someone who is a regular and then ask the new people to join in.

**Matt DBSA Staff** (Sep 21, 2005 8:37:11 PM)

Yes... good point Mary. But "cliques" are dangerously easy to form too. good point though

**JenniferW** (Sep 21, 2005 8:37:17 PM)

yes, like there is hope to make friends, develop relationships

**Matt DBSA Staff** (Sep 21, 2005 8:37:41 PM)

CS3 Q2: What are some actions that the leaders of this group could take to improve the situation for the future? CS3 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

**JenniferW** (Sep 21, 2005 8:37:45 PM)

but not to let others feel left out, kind of a fine line

**LBImary** (Sep 21, 2005 8:37:50 PM)

We haven't experienced that yet, but thanks for pointing out a potential problem.

**RonnieH** (Sep 21, 2005 8:37:52 PM)

Try to personally introduce all of the new members to each other before the meeting

**Matt DBSA Staff** (Sep 21, 2005 8:38:29 PM)

GREAT GREAT GREAT! Ronnie... FAcilitators and other "regulars" can act as connectors prior to the start of the meeting... great.

**LBImary** (Sep 21, 2005 8:38:59 PM)

We do that RonnieH. We really don't have a very big group yet. Maybe 12-15.

**JenniferW** (Sep 21, 2005 8:39:02 PM)

we make sure to specifically welcome new people and invite them to come back. we hope that makes them feel wanted

**Matt DBSA Staff** (Sep 21, 2005 8:39:23 PM)

Mary... over 12 is HUGE! if you ask me.

**RonnieH** (Sep 21, 2005 8:39:29 PM)

show them all the fairness of the support group and its activites

**LBImary** (Sep 21, 2005 8:39:39 PM)

That's just the regulars!

**JenniferW** (Sep 21, 2005 8:39:46 PM)

we have about 20-30 each week

**Matt DBSA Staff** (Sep 21, 2005 8:39:51 PM)

well, maybe not huge, but DBSA recommends that groups split in 2 once they reach 12. It just works much much better.

**JenniferW** (Sep 21, 2005 8:39:54 PM)

about 15 of them regs

**JenniferW** (Sep 21, 2005 8:40:05 PM)

we split into smaller groups

**Matt DBSA Staff** (Sep 21, 2005 8:40:05 PM)

wow! Jennifer. Do you split into separate groups?

**JenniferW** (Sep 21, 2005 8:40:07 PM)

yeah

**Matt DBSA Staff** (Sep 21, 2005 8:40:08 PM)

good..

**LBImary** (Sep 21, 2005 8:40:14 PM)

We have socials in between bi-monthly meetings. So far, just coffee and cake at my house, but it's building.

**JenniferW** (Sep 21, 2005 8:40:20 PM)

cool

**Matt DBSA Staff** (Sep 21, 2005 8:40:29 PM)

I've really found that to be so important... good, Mary.

**Matt DBSA Staff** (Sep 21, 2005 8:40:49 PM)

Before we continue, are there big topics hanging out there in your minds that you'd like to discuss tonight?

**LBImary** (Sep 21, 2005 8:41:01 PM)

Yes.

**Matt DBSA Staff** (Sep 21, 2005 8:41:03 PM)

Can't promise anything, but maybe a few thoughts from everyone on your needs.

**Matt DBSA Staff** (Sep 21, 2005 8:41:06 PM)

go ahead.

**LBImary** (Sep 21, 2005 8:41:18 PM)

Several weeks ago a member came in and was suicidal.

**JenniferW** (Sep 21, 2005 8:41:28 PM)

wow what did you do

**JenniferW** (Sep 21, 2005 8:41:30 PM)

?

**LBImary** (Sep 21, 2005 8:41:31 PM)

Two people ended up taking her to the ER.

**Matt DBSA Staff** (Sep 21, 2005 8:41:32 PM)

And, how did you manage that situation?

**Matt DBSA Staff** (Sep 21, 2005 8:41:46 PM)

o.k. was that a good thing, Mary?

**LBImary** (Sep 21, 2005 8:41:53 PM)

After two hours, she was not yet seen by PES and checked herself out.

**Matt DBSA Staff** (Sep 21, 2005 8:42:14 PM)

that's not good.

**LBImary** (Sep 21, 2005 8:42:24 PM)

Later told us it was a bad mix of meds, then two weeks later, it started up again.

**JenniferW** (Sep 21, 2005 8:42:29 PM)

oh no

**RonnieH** (Sep 21, 2005 8:42:47 PM)

How can we keep others from being so judgemental about someone with a mental or physical disorder

**LBImary** (Sep 21, 2005 8:42:48 PM)

I'll find out at tomorrow's meeting how things are. The question is, what should we have done.

**Matt DBSA Staff** (Sep 21, 2005 8:43:07 PM)

How do you mean, Ronnie? Others - who? :-)

**Matt DBSA Staff** (Sep 21, 2005 8:43:22 PM)

Mary, do you think you did the right thing?

**LBImary** (Sep 21, 2005 8:43:27 PM)

We are planning to ask each member for a next of kin type of name and number; also their doctor's name and number.

**JenniferW** (Sep 21, 2005 8:43:33 PM)

i can't think of anything really, just for them to see their doctor

**Matt DBSA Staff** (Sep 21, 2005 8:43:34 PM)

Do others have recommendations for how to manage a suicidal participant?

**LBImary** (Sep 21, 2005 8:43:38 PM)

At the time we didn't have much choice.

**LBImary** (Sep 21, 2005 8:43:53 PM)

She had been driving and had a small accident.

**Matt DBSA Staff** (Sep 21, 2005 8:43:54 PM)

Interesting, mary....

**JenniferW** (Sep 21, 2005 8:44:11 PM)

our meeting is in a hospital and we would have taken her to ER too

**Judy** (Sep 21, 2005 8:44:14 PM)

We had the same thing happen to us

**RonnieH** (Sep 21, 2005 8:44:17 PM)

times others in a group be judgemental of someone within the group as a person per se having delusions

**JenniferW** (Sep 21, 2005 8:44:19 PM)

but you can't force them to stay

**JenniferW** (Sep 21, 2005 8:44:24 PM)

^stay

**Matt DBSA Staff** (Sep 21, 2005 8:44:44 PM)

the next of kin thing... We have to work so hard to balance the fact that our participants are human beings with absolute rights to govern their own lives, and the fact that we want to support and protect. there is so much that we can do, but only so much as well.

**LBImary** (Sep 21, 2005 8:44:51 PM)

Our member was a nurse and knew the er procedures.

**Judy** (Sep 21, 2005 8:44:55 PM)

She ended up at the ER after the support group talked with her for over an hour

**Matt DBSA Staff** (Sep 21, 2005 8:45:25 PM)

Yes, Judy... sounds like success, yes?

**Judy** (Sep 21, 2005 8:45:32 PM)

It was

)

**LBImary** (Sep 21, 2005 8:45:49 PM)

She told us later that it would have been ok to call her husband; but part of her behavior was because he asked for a divorce. Who knows????

**JenniferW** (Sep 21, 2005 8:46:09 PM)

ronnie, you mean like revealing something that others then make fun of you for?

**JenniferW** (Sep 21, 2005 8:46:21 PM)

or look down on others?

**Matt DBSA Staff** (Sep 21, 2005 8:46:31 PM)

You're absolutey right, Mary... who knows. Certainly we don't know most of the time so we have to work on instinct and thoughtfulness.

**Matt DBSA Staff** (Sep 21, 2005 8:47:08 PM)

Yes, Ronnie... let's jump to that topic, if you're still there... if not we'll jump to the last case study.

**LBImary** (Sep 21, 2005 8:47:14 PM)

This is why we are preparing a guideline for this purpose. All member were asked to think about it and we will come to a solution tomorrow.

**Matt DBSA Staff** (Sep 21, 2005 8:47:40 PM)

Good Mary. WE have some sample "crisis" plans from other chapters that may be helpful.

**Matt DBSA Staff** (Sep 21, 2005 8:47:47 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.

**RonnieH** (Sep 21, 2005 8:47:57 PM)

I have had Suicide ideation before and sometimes I get involved in talking about it and immediatly people start often shying away not wanting to get involved in discussing anything with me

**JenniferW** (Sep 21, 2005 8:48:10 PM)

oh i see

**JenniferW** (Sep 21, 2005 8:48:22 PM)

maybe they are afraid of discussing it

**JenniferW** (Sep 21, 2005 8:48:30 PM)

not that they are actually judgeing

**Matt DBSA Staff** (Sep 21, 2005 8:48:34 PM)

Yes, Ronnie... I can understand that... People are scared of the idea, and not sure how best to help... How best can others help, do you all think?

**Matt DBSA Staff** (Sep 21, 2005 8:48:48 PM)

Let's come back to Case Study 4 in a minute, and stick on this topic.

**JenniferW** (Sep 21, 2005 8:48:53 PM)

ok

**Matt DBSA Staff** (Sep 21, 2005 8:49:10 PM)  
How best can others help someone with suicidal ideation?

**JenniferW** (Sep 21, 2005 8:49:27 PM)  
empathase, say that must be hard to deal with.

**Matt DBSA Staff** (Sep 21, 2005 8:49:38 PM)  
o.k.... others?

**LBImary** (Sep 21, 2005 8:49:39 PM)  
Get some info on why this is happening and convince the person suffering that they need more than this group right now. Try to make them see they need to go to the hospital.

**RonnieH** (Sep 21, 2005 8:49:49 PM)  
by listening to what they have to say and not be closed or judgemental

**hc** (Sep 21, 2005 8:49:51 PM)  
let them talk about it

**JenniferW** (Sep 21, 2005 8:49:53 PM)  
ask them if they will act on it

**Matt DBSA Staff** (Sep 21, 2005 8:50:01 PM)  
good.... good.

**Matt DBSA Staff** (Sep 21, 2005 8:50:05 PM)  
good.

**JenniferW** (Sep 21, 2005 8:50:08 PM)  
and how we can help them through it

**LBImary** (Sep 21, 2005 8:50:20 PM)  
Jennifer I think we need to assume they will act.

**Matt DBSA Staff** (Sep 21, 2005 8:50:35 PM)  
Ronnie, I think LISTENING means something more in this case, don't you... not just hearing the words, but being fully engaged with the person, and THERE for them.

**LBImary** (Sep 21, 2005 8:50:42 PM)  
Our lady was talking about driving off the bridge on her way to the meeting.

**Matt DBSA Staff** (Sep 21, 2005 8:50:55 PM)  
Good, Jennifer. Ask them for specific ways that would be helpful.

**Matt DBSA Staff** (Sep 21, 2005 8:51:24 PM)  
good conversation everyone... let's go to that last case study.

**JenniferW** (Sep 21, 2005 8:51:27 PM)  
ok

**RonnieH** (Sep 21, 2005 8:51:28 PM)

I have read about so many suicides occurring because nobody even thinking that someone is willing to listen let alone help. Its the quiet that the depression thrives in

**LBImary** (Sep 21, 2005 8:51:35 PM)

I feel that a suicidal person really doesn't know what they want done; that's part of the reason they want to do it.

**Matt DBSA Staff** (Sep 21, 2005 8:51:52 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.

**LBImary** (Sep 21, 2005 8:51:57 PM)

Good point Ronnie

**Matt DBSA Staff** (Sep 21, 2005 8:52:32 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? CS4 Q2: What are some actions that the leaders of this group could take to improve the situation for the future? CS4 Q3: Do you have any examples similar to this one from your experience? Could you recommend any appropriate responses? Any other thoughts?

**RonnieH** (Sep 21, 2005 8:52:58 PM)

regrouping

**Matt DBSA Staff** (Sep 21, 2005 8:53:09 PM)

How do you mean, RONnie?

**LBImary** (Sep 21, 2005 8:53:31 PM)

I'm not sure; can members actually form another DBSA chapter within a certain area where there is one?

**Matt DBSA Staff** (Sep 21, 2005 8:53:38 PM)

yup.

**JenniferW** (Sep 21, 2005 8:53:40 PM)

as an individual, that would hurt my feelings. but as a group leader I would be strong and try to show that those others may need a different "style" of support group

**RonnieH** (Sep 21, 2005 8:54:11 PM)

gather the group in a meeting and let the p[people express what they feel is wrong about the direction the group is heading

**Matt DBSA Staff** (Sep 21, 2005 8:54:12 PM)

very good, Jennifer... yes, I'm sure it would be hurtful, but that's a good way to look at it..

**LBImary** (Sep 21, 2005 8:54:14 PM)

Right Jennifer, I would try real hard to find out what they wanted from a group and see why we didn't provide it.

**JenniferW** (Sep 21, 2005 8:54:16 PM)  
that everyone is free to attend either one

**Matt DBSA Staff** (Sep 21, 2005 8:54:20 PM)  
Would you change anything about what you're doing?

**Matt DBSA Staff** (Sep 21, 2005 8:54:39 PM)  
good, Ronnie... it can be hard to get honest answers sometimes, but good.

**Matt DBSA Staff** (Sep 21, 2005 8:54:46 PM)  
good, Mary.

**LBImary** (Sep 21, 2005 8:54:55 PM)  
I would if I felt their points were valid.

**RonnieH** (Sep 21, 2005 8:55:17 PM)  
Put in a suggestion box

**JenniferW** (Sep 21, 2005 8:55:23 PM)  
yeah, maybe ask to meet with them one on one and exchange new ideas

**Matt DBSA Staff** (Sep 21, 2005 8:55:24 PM)  
yeah... this is another GREAT reason why it is important to have LOTS AND LOTS of people who facilitate the groups, not just 1 or 2.

**Matt DBSA Staff** (Sep 21, 2005 8:55:29 PM)  
good, Ronnie.

**LBImary** (Sep 21, 2005 8:55:34 PM)  
I would even call them privately; sometimes you really get the 'skinny' that way.

**Matt DBSA Staff** (Sep 21, 2005 8:55:42 PM)  
good, Jennifer. or an exploratory committee :-)

**Matt DBSA Staff** (Sep 21, 2005 8:55:52 PM)  
yeah, Mary... that's absolutely true.

**RonnieH** (Sep 21, 2005 8:56:08 PM)  
yes mary

**Matt DBSA Staff** (Sep 21, 2005 8:56:08 PM)  
Any final thoughts for your fellow chapter leaders? Could you leave us tonight with some encouraging words to help inspire our efforts???

**LBImary** (Sep 21, 2005 8:56:41 PM)  
Hang in there; when we realize that we've truly helped someone it is so rewarding.

**LBImary** (Sep 21, 2005 8:57:01 PM)  
I'm seeing quite a few improved 'depressives' in our group.

**Matt DBSA Staff** (Sep 21, 2005 8:57:01 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!

**rts** (Sep 21, 2005 8:57:10 PM)

Know there is always help and hope.

**RonnieH** (Sep 21, 2005 8:57:23 PM)

yes helping someone makes it all worthwhile

**Matt DBSA Staff** (Sep 21, 2005 8:57:28 PM)

DBSA will be hosting this three-session facilitator orientation series AGAIN starting October 19th, and following with sessions in November and December. 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!

**JenniferW** (Sep 21, 2005 8:57:44 PM)

cool

**Matt DBSA Staff** (Sep 21, 2005 8:57:47 PM)

Thank you so much for joining us tonight! GREAT WORK!

**Matt DBSA Staff** (Sep 21, 2005 8:57:57 PM)

For questions, comments or feedback, I can be reached at [MMattson@DBSAlliance.org](mailto:MMattson@DBSAlliance.org) or (800) 826-3632.

**Matt DBSA Staff** (Sep 21, 2005 8:58:10 PM)

BE SURE TO VISIT the Chapter Management Section of DBSA's Website: [www.DBSAlliance.org/ChapMgtEntrance.html](http://www.DBSAlliance.org/ChapMgtEntrance.html) You can find a Chapter Leader Discussion Board there to continue this conversation.

**LBImary** (Sep 21, 2005 8:58:13 PM)

Thank you Matt. I enjoyed this and learned a few new ideas.

**JenniferW** (Sep 21, 2005 8:58:18 PM)

Thanks Matt!!

**Matt DBSA Staff** (Sep 21, 2005 8:58:25 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.

**LBImary** (Sep 21, 2005 8:58:32 PM)

Good talking to all you others also.

**Matt DBSA Staff** (Sep 21, 2005 8:58:35 PM)

Have a great night!