

Key Meeting Principles

Chief Medical Residents

October 13, 2011

Agenda

Objective: Share key effective meeting strategies you can use through dialogue, sharing and experience

- Reflections on your meeting experiences
- Sharing good meeting practices
- Observations in medicine
- Dialogue
- Practice

What are your meeting pet peeves?

- 1)
- 2)
- 3)
- 4)

Qualities of effective meetings

- 1)
- 2)
- 3)
- 4)

Good Meeting Practices

- Purpose
- Desired outcome
- Plan
- Process
- Roles
- Decision making

Good Meeting Practices 2

- When to meet and when not to meet
- Distinguish Content vs. Process
- Open/Narrow/Close
- Next Steps
- Meeting Evaluation (plus/delta)

Preventions and Interventions

Preventions:

- Ground rules
- Agenda with desired outcomes
- Roles
- Decision making
- Summarize

Preventions and Interventions

Interventions:

- Regain focus
- Ask/say what is going on
- Body language
- Parking lot
- Humor

Observations in medicine

Desired Outcome: Reflect on your 1st 4 months as chiefs and identify what is working and what else you need to do

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|--|------|------------|
| 1) Review agenda and assign roles | Mark | 5 minutes |
| 2) Read goals from 1 st meeting | All | 5 minutes |
| 3) Capture what is working | All | 15 minutes |
| 4) Capture what to improve | All | 15 minutes |
| 5) Clarify next steps | All | 5 minutes |
| 6) Reflect on the meeting | All | 5 minutes |

June 8, 2011

Present: Emelia Benjamin, Mark Braun, Peter Cahn, Jayanth Doss, Rebecca Grochow, Manju Pai, Jaymin Patel

Appreciative Inquiry exercise:

What do you want to accomplish in a year as an individual and as a group?

Education

- Develop an educational model and longitudinal curriculum
- Choose speakers to support curriculum
- Give structure to clinical competency group
- Evaluate residents based on articulated metrics, evaluation
- Expand medical knowledge and leadership skills
- Create an online repository of EBM articles

Morale

- Have appropriate resources professionally, emotionally
- Feel appreciated
- Attend morning report willingly
- Maintain perspective
- Keep patient care and advocacy as top priorities

Team work

- Work well together
- Build relationships with one another
- Advance a common scholarly project on quality improvement
- Maximize collective intelligence
 - Woolley, A. et al. 2010. **Evidence for a Collective Intelligence Factor in the Performance of Human Groups**. Science 330(6004):686-688. **PMID: 20929725**

Fun

- Stay healthy and motivate
- Balance work and personal life
- Laugh while learning
- Recognize accomplishments through weekly e-mail

Next steps

- Schedule one-hour meetings twice a month
- Develop a curriculum of topics to support goals
- Keep these milestones in mind as the year progresses