



TOOL

Planning and Conducting the First Meeting

PURPOSE

This tool is designed to help co-leads include all the key elements of a first UBT meeting as they jointly prepare the agenda.

When to Use

Use this tool when starting a new UBT and preparing for your first meeting.

Who Uses

Co-leads.

How to Use

Review the document when planning your first UBT meeting to ensure you are including all the key elements for the agenda.



TOOL

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- **Plan the meeting together** with participants, including all points of view: clinic leads, labor leads, and Permanente Medical Group (PMG) leads.
- **Be explicit** about the purpose of the meeting and provide the context. (Several meetings may be required to accomplish a large goal.)
- **Provide an agenda** with meeting processes and questions for major topics so everyone can help keep the meeting on track. (Sample attached.)
- **Designate an outcome** for each meeting to fulfill the larger purpose.
 - » Have a clear statement of outcomes—what the team will have accomplished when the meeting is over. For example, “At the end of the meeting, we will have an agreement on which test of change to do next week.”
 - » More than one outcome is possible, but remember the time constraints. Share the outcome(s) with the team in advance of the meeting so they can be prepared.
- **Give people enough background** so they can make informed decisions.
- **Ask people** what they have heard or already know about the LMP or UBT—get others talking and engaged early.
- **Consider conducting an evaluation** at the meeting’s end.
 - » One way to model continuous improvement is to evaluate each meeting at the end—only taking a few minutes: Put up a large sheet of paper with a line dividing the paper in half. On the left side at the top write a plus (+). Record the group’s answers to the question, “What worked well in our meeting?” On the right side at the top write a delta (Δ - the sign for change). Write the group’s answers to the question, “What upgrades do you recommend to make our future meetings better?” This is called a plus/delta evaluation.

To find out more about running effective meetings, call your local department of Organizational Development, Education, or Training. Another excellent source of ideas is the classic book, *How to Make Meetings Work, The New Interaction Method*, by Doyle and Straus.