



# LEARNINGbyte

## Service Coordination

## Owning Your Role as the Facilitator



### PURPOSE OF ACTIVITY

This activity is designed to help service coordinators identify ways to facilitate meetings effectively.



### RESOURCES NEEDED

- Flip Chart Paper
- Markers
- Blog Post – [Weathering the Storm: How Service Coordinators Manage Difficult Situations](#)



### SPECIFIC STEPS

1. Before the meeting, take four pieces of flip chart paper and title:
  - Assessment for Service Planning
  - Initial IFSP Development
  - Transition Conference
  - Annual IFSP
2. Begin by asking service coordinators, “What key role do you play in team meetings?” The answer is “Facilitator.” Explain the key role of a service coordinator as the facilitator throughout their interactions with team members. As the facilitator of the discussion, you want to keep in mind what it means for service coordinators to facilitate. This includes reading the caregiver’s nonverbal cues, mediating team disagreements, ensuring caregiver’s understand the process, receiving input from the caregivers, etc.
3. Break participants up into four different groups. You can tell them to say a number in order 1-4 until you get to the last participant. Have participants go stand by the flip chart paper that matches their group:
  - Group 1 - Assessment for Service Planning
  - Group 2 - Initial IFSP Development
  - Group 3 - Transition Planning Conference
  - Group 4 - Annual IFSP

Ask participants to discuss and share their experiences facilitating each type of meeting on their designated flip chart. Participants should give specific examples how they facilitate each meeting. They can provide specific phrases they use to lead the discussion and explain what it looks like for them as the facilitator. Participants will write down examples of how they facilitate their assigned scenario. Give them 5 minutes.

4. Once this is completed, ask each group to give examples of how they facilitate each meeting and write them down on the flip chart. You can designate someone as a writer for this activity. Encourage them to share what strategies or key phrases they use during meetings.

5. Once completed, instruct each group to share their ideas.
6. Point out any key themes throughout each meeting. This can include reading nonverbal cues, reflecting with caregivers, and/or discussing possible solutions.
7. Pass out the blog post, *Weathering the Storm: How Service Coordinators Manage Difficult Situations*. Instruct participants to read it. This may also be sent out prior to the meeting.
8. Ask participants to reflect on challenges they face when facilitating meetings. Consider the following questions: How do they manage difficult situations while facilitating a meeting? How do they handle strong personalities?