

How to Be a Powerful Recipient Rights Committee or Board Member

Joe Constance, Facilitator ♦ Constant Training
(906) 249-5555 ♦ e-mail: cjoe@chartermi.net

Learning Objectives

By completing this session, you will be able to:

- Identify your rights and responsibilities
- Get to know other members you work with
- Understand how important YOU and your input are
- Identify and solve typical problems that arise
- Be more assertive in communicating thoughts and asking effective questions and getting real answers
- Recruit new members more efficiently and effectively

Session Outline

1. What are your goals for today?
2. What are your rights and responsibilities?
3. How to get to know other members
4. How important is your contribution?
5. Typical problems and how to minimize them
6. How effectively do we communicate?
7. 9 different ways we communicate
8. Looking at 3 different styles of communication
9. Communicating to Ourselves
10. Powerful versus powerless communication
11. Using the PRES advocacy model
12. Communicating by listening better
13. Asking effective Questions
14. Recruiting new members
15. Summary and goals for the future

“Ask not what your country can do for you, ask what you can do for your country” – John F. Kennedy

What are Your Goals for Today?

What is one current problem or issue that you can identify that causes you problems or concerns on your Board or Committee?

What are Your Rights and Responsibilities?

1. To be informed.
2. To proper training and education
3. To protect the office from pressures that could interfere with the impartial, even-handed, and thorough performance of its duties.
4. To ask questions and get real answers
5. To give your viewpoint and be heard
6. To safeguard and protect rights
7. To have access to all of the following
 - a. All programs and services
 - b. All staff
 - c. All evidence
8. To be protected from harassment or retaliation

9. To meet at least semiannually or as necessary to carry out its responsibilities.
10. Maintain a current list of members names and categories represented, to be made available upon request
11. Recommend candidates for director of the office of recipient rights to the executive director, and consult with the executive director regarding any proposed dismissal of the director of the office of recipient rights
12. Serve in an advisory capacity to the executive director and the director of the office of recipient rights.
13. Review and provide comments on the report submitted by the executive director to the community mental health services program board under section 755.
14. If designated by the board of the community mental health services program, serve as the appeals committee for a recipient's appeal under section 784.
15. To ensure that the meetings meet the requirements of the open meetings act.

“I would never belong to an organization that would allow people like me to be a member” – Groucho Marx

How to Get to Know Other Members

Why would this be important?

What are the challenges?

Making a Positive First Impression

Tips for building rapport with anyone:

- 1.
- 2.
- 3.
- 4.
- 5.

=====

How to Remember Names & Other Details

- N = Name**
- E = Employed Where**
- S = Significant Others**
- T = Towns lived in**
- L = Likes & Hobbies**
- E = Excited About**

“ Conversation is a competitive exercise in which the first person to draw a breath is declared the listener.” - Nathan Miller

How Important is Your Contribution?

Who are the experts when it comes to recipient rights?

Group Activity

What is GROUPTHINK?

What are the symptoms of GROUPTHINK?

What can be done to avoid GROUPTHINK?

What difference does it make that we are all different?

What difference can just one person make?

“If not you, who? If not now, when?” – Ronald Reagan

“One man can make a difference and every man should try” – John F. Kennedy

Typical Problems and How to Minimize Them?

1. _____

2. _____

3. _____

4. _____

5. _____

Seven Keys to Resolving Problems on Committees or Boards

1.

2.

3.

4.

5.

6.

7.

How Effectively Do We Communicate?

What is communication? _____

How important is effective communication? _____

What is our goal in communication? _____

Do various cultures or sexes communicate differently? How?

What tools do we have to help us communicate? _____

What factors affect our communication? _____

What % of divorces cite “lack of communication” as the reason? _____

What does it mean when we talk about getting mixed messages?

What would be the benefits of improved communication skills?

What are the barriers to effective communication?

“The tongue is sharper than the sword”

- German proverb

Nine Different Ways We Communicate

Words

Eyes

Gestures

Posture

Expressions

Physical Touch

Smell

Appearance

Silence

Why are the above methods important to consider?

“You cannot – not communicate.”–Zig Ziglar

“Once a word goes out of your mouth, you can never swallow it again.”–Russian Proverb

100% of the message we communicate comes from:

Words we say: _____%

How we say them: _____%

Our body language: _____%

38%

55%

7%

Communication Styles

1. Passive _____

2. Aggressive _____

3. Assertive _____



“Speak when you are angry and you will make the best speech you will ever regret” - Ambrose Bierce

Practicing Assertiveness

What exactly do you want? Think of something personally, professionally or on your board or committee that you think would be important to you.

Think about why this might be difficult to ask for.

Think about the reasons why you should ask for it.

Practice with your partner on how you will ask for it.

Communicating to Ourselves - Our Self Talk

Powerful vs. Powerless Communication

“ You miss 100% of the shots you do not take” – Wayne Gretsky

“If you don’t ask – you don’t get” – Mohandus Gandhi

“Never, never, never, never give up” – Winston Churchill

Take a Stand on a Controversial Issue

Use the P.R.E.S. Advocacy Model to Communicate

P = Point

R = Reason

E = Example

S = Summary

“Advocacy means taking a stand for something you believe in and making declarations intended to change others’ attitudes.” - Unknown

Communicating Better by Listening Better

What is effective listening?

Why aren't we good listeners?

What are some good listening habits?

“We tend to get what we expect” – Norman Vincent Peale

“You must do the thing you think you can not do”

– Eleanor Roosevelt

Asking the Right Questions

What is the purpose of asking questions? _____

Every time we open our mouths to say something, we either make a statement or ask a question. Effective questions get people to think.

What other benefits are there to asking questions?

Are these effective questions?

Why are you behind schedule?

What's the problem?

What's your problem?

Who did that?

Why did you do that?

Who made that decision?

Can't you do better than that?

Why did you let them do that?

What happens to your self-confidence or self-esteem when you are asked questions like those above?

What is wrong with the questions above? _____

Are these effective questions?

How do you feel about this so far?
What are you most pleased with?
How do you want this to turn out?
What are your specific objectives?
Which objectives will be easiest to reach?
Which objectives will be most difficult to reach?
What needs to happen?
What can I do to help?

How do you feel after hearing these questions? _____

What is the difference in the two lists? _____

Asking Effective Questions - Tips

1. Are “you” oriented – there are no right or wrong answers.
2. Show employees that you care and respect their opinions.
3. Show we are open minded and ready to help.
4. Help us solve problems by improving communication.
5. Help promote critical thinking.
6. Help to develop purpose and vision.
7. Focus on the positive “forward side” rather than the negative.
8. Ask “what” or “how” versus “why” to minimize resistance.

Recruiting New Members

What makes good committee or board members?

Who should we recruit?

How do we go about recruiting someone?

Why would someone want to volunteer to serve?

How do we keep members once we get them?

Other considerations or problems?

“ The best boards are a mile wide and an inch deep”

– Michael Frank, President Venture Group

Summary and Goals for the Future

What am I going to do to be a better Committee or Board Member?

What is my first step and when will I begin?_____

What can I do to help others in my group?_____

My action plan is_____

My first step is_____

I will begin when?_____

Communicate all-ways always!