

Executive Committee
Meeting Conduct and Communication
Thursday, December 19, 2024
2:00 p.m. – 4:00 p.m.

★ **What went wrong in the Prevention/CPC Meeting:**

- A. Lack of communication about recording
 - This blindsided members & called into question its “public meeting” status
- B. Presentation structure did not meet committee’s expectations
 - Questions were not able to be asked throughout
 - Not interactive/recipient only read through slide quickly
- C. Councilmembers’ behavior escalated in a way that harmed the meeting’s tone
 - Disrespectful language was directed at the recipient both before & after presentation
 - Such communicative style may damage recipient/council relations
 - Code of Conduct may not be sufficiently understood, enforced, or actionable
- D. Missed opportunity to engage nonmembers positively
 - Nonmembers witnessed a negative environment, which may have discouraged future participation or recruitment

★ **Solutions and Recommendations**

A) Communication Solutions

1. **FOR OHP: Standardize Pre-Presentation Communication:**
 - Create a checklist for presenters, including:
 - Recording protocols and presentation sharing (Will it be recorded? Can we share the presentation with members or on the website?)
 - Clear expectations for presentation format (e.g., Q&A at the end or throughout)
 - Creating a bridge between HIPC & presenters:
 - Assign someone to communicate with presenters and possibly share aforementioned checklist

- During the meeting, the facilitator can intervene if issues arise, like reminders to pause for questions

B) Councilmember Conduct Solutions

1. **Revisit and Reinforce the Code of Conduct**
 - Train chairs and co-chairs on how to deescalate
2. **Find an in-meeting forum or way for people to voice their concerns and have it “translated” by staff to relay the message**
 - This is important when members are feeling upset and don’t know how to get their idea across without getting into argument territory

C) Improving Presentation Structure

1. **Set Clear Guidelines for Presenters:**
 - Provide a template or expectations document for presenters, including:
 - Opportunities for engagement (e.g., Q&A built-in)
 - From DHH specifically - how the presentation will align with council priorities and goals
 - Do we put this form online?
2. **Ensure there is feedback/discussion from the committee**
 - Implement timeline to receive presentation
 - Find some way to gather questions beforehand and give them to presenters to engage members and encourage discussion/engagement
3. **Collect Feedback on Presentations:**
 - Implement a quick feedback mechanism after presentations (e.g., surveys) so staff can see what can be changed or what went notably well with a presentation

D) Address Nonmember Engagement

1. **Follow-Up with nonmembers who attended?**
 - Follow-up and “thank you” for nonmembers from staff
 - Briefly acknowledge the disruption and focus on improvements being made while inviting them to consider applying or visiting another subcommittee/HIPC meeting