CRITICAL INCIDENT DISCUSSION – Facilitator Outline

Purpose
Support and encourage effective dialogue and conversation, support the needs of participants, actively listen, identify and report themes and concerns to OHEI, and provide resources to all participants.

Physical Space
Optimally, create a circle. This facilitates an important energetic of engagement and community. Anticipate late arrivals, so add additional chairs. Encourage participants to be part of the circle. WE want to create a hospitable space.

Setting the Stage
*Thank people for attending
*Introduce yourself
*Read the following summary of the event of 6/21/19:

I'm sure many of you are aware of the despicable act that occurred on Michigan Medicine's campus last week. Dr. Runge sent a note to the entire UMMM community on Friday, 6/21, noting that "a noose — a symbol of hate and discrimination — was found at the work station of two of our employees." He also shared that a full investigation is underway to identify and hold accountable those responsible for this terrible incident and that the UMMM community stands "united and strong as we make it clear to all that we fiercely value and defend equality, respect and dignity for all, inclusiveness and the elimination of discrimination." Sonya Jacobs, Chief Organizational Learning Officer

UMMM leaders are doing everything possible to provide resources and support to their community during this time. Over the course of the next few weeks or months, their community will hold facilitated discussions or educational sessions that support the healing process such as this.

In the meantime, Michigan Medicine recognizes that these recent events may raise very serious concerns and anxieties within our community. Across the institution, we have several different resources available to all of our employees if they should feel the need for additional support. These resources include the Office of Counseling and Workplace Resilience, the Office for Health Equity & Inclusion, Social Work & Spiritual Care, and the Office for Institutional Equity, where trained professionals are available and ready to engage with all faculty, staff and learners.

*Re-state the purpose of the activity (listed above)

Conversation Guidelines
Review the following guidelines with your participants:

1. **Confidentiality** – share your stories, not the stories of others
2. **Contribute your thinking** – use “I” statements; do not assume, make generalizations or speak for others
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3. **Speak your mind and your heart** – allow yourself to be open and honest
4. **Actively Listen to understand** – be objective; discuss the issue, not the people.
5. **Allow everyone the chance to speak** – monitor your air time
6. **SHARE SUPPORT, SHARE SUPPORT** – share within your boundaries & support others who share

#Facilitator – Please:

- **Encourage everyone’s contribution**: encourage everyone to contribute their ideas and perspectives, while allowing anyone who wants to contribute through their listening or silence presence to do so.
- **DO NOT RESPOND to each participant! Model Active Listening**
- **Listen for insights and shared discoveries**: during or after your group discussion, encourage the group to share insights and discoveries they experienced while listening or partaking in the conversation. Summarize what you heard.

Engagement

Depending on the size of the group, you may want to begin in small groups of 2 and 3 people. Gauge the size and energy.

**Conversation Starters:**

- What went through your mind when you first heard about the incident? Were you surprised?
- How do you feel now?
- What is the impact to Michigan Medicine?
- What does the community need to heal?
- What can be done to help us move forward? What is holding us back?
- Please describe a systemic change you would suggest or make to help create a safer, more inclusive environment at Michigan Medicine? What other opportunities exist?
- Does anyone have a question they would like to ask the group?

**Facilitator:**

- Identify any themes that emerged from the session and provide a brief summary
- Remind folks they are not alone, thank them for their engagement and participation, and remind them of the highlighted resources listed in Setting the Stage
- Give each person the option to share, in a few words, how they are feeling

Stay a bit afterwards in case someone might wish to speak with you or has questions

*Please contact MedicineDEI@umich.edu with any questions or further inquiry*