



Listening Sessions Tips and Process

Facilitating (Introductions)

- Introduce yourself and give time to any other person from the team to introduce
- Ask families to introduce with name, children age, disability and maybe something fun about them, or something they did earlier that day?
- Ask how many of them have visited the CDRC/OHSU? Families may not always know the difference between the CDRC, OHSU or Doernbecher. (Power point will support this)
- Introduce the project, why are we doing this? What will be the outcome? And what you will be talking about? (Power point will support this)
- If the session will be recorded, let the families know and explain that no names will be recorder and no personal information will be disclosed in the final document. Recording will start after the introduction)
- Maybe setting some agreement could be helpful.
- Ask if they have questions or any concerns about this?

During the session:

- There will be times that you may need to take the initiative, as sometimes families are not sure what to answer or what the questions is about. If this is the case give a short example, and let them continue.
- After this, if no one is talking you can start asking person by person.
- Make sure you are redirecting the conversation as it's easy to get out of track "you can say something like "yes, thank you for sharing that, anyone has an experience about...? (repeat the question)"
- Interrupt only when necessary or if someone is taking too much time sharing. You can say something like, "I am sorry about your experience and direct the conversation to someone else saying something like "someone else have had an experience like this" and if nobody answers you can ask to each person, or go to the next question.
- Smile all the time and don't take too much time, sharing own experiences, only in case is necessary or to guide the conversation.
- A little bit of humor is always good, and makes the participants feel more comfortable and tends to ease the tension a little bit.
- If some of the families are not talking, encourage them to talk asking specific questions, or saying something like "what about your experience...."
- Be respectful, remember that people are talking about their experiences with their children and this can be difficult an emotional for them.

- Families need to feel safe, especially in nowadays climate, reassure that their information will not be recorder is very important.
- Remain positive at all times, even if the conversation starts turning more negative. You may acknowledge the negative experiences and empathize with them, but try to help them to think what will make these experiences positive.

End of the session:

- Thanks everybody and ask if they have any questions, or any feedback they can give.
- Make sure they know how important and valuable the time they took to participate on this is for the team doing the listening session.