Your *“Everything You Need to Know”*

**User's Guide**

**For Managers & Supervisors**

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| **Conversations** | |
| that | Matter |
| CTM webpage high res.png | |

Come join us for Conversations…that Matter

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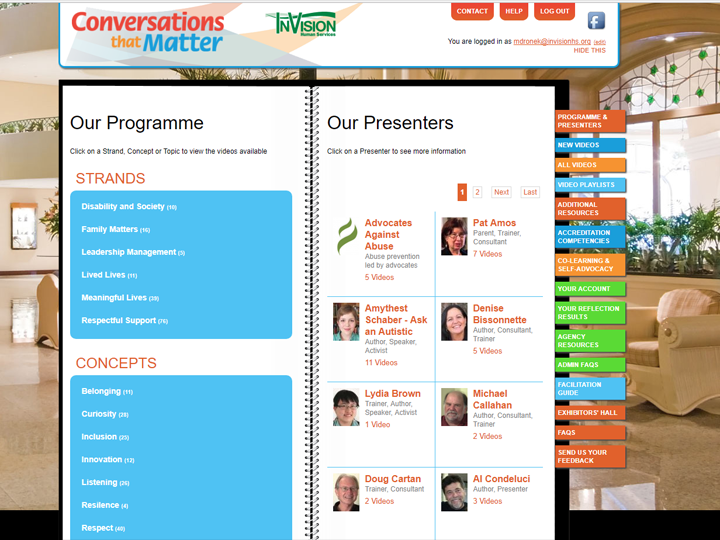
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| EXECUTIVE DIRECTOR'S MESSAGE | |
| ##participation house.png | |
| ***##Participation House (London)***  ***& Conversations that Matter*** | |
|  | **##PHSS Objective:**  The PHSS Quality Improvement Committee of the Board have recommended Conversations that Matter to support the influence, development, and focus of our values and organizational philosophy of service and care that maintains and holds consumers and their families at the centre of our work.  **PHSS Goals:**   * To create/develop and maintain a learning organization * To invest in, and provide ongoing learning opportunities for internal stakeholders (consumers employees, volunteers, families) * To utilize technology to access an online library of topics, leaders, teachers, and educators in the field of human (and health) services * To utilize our human resources to promote and facilitate discussions on topics of interest to our support teams and organization * To create and provide opportunities that stimulate the exchange ideas and conversations about our work   We hope you will all embrace this valuable resource to assist with creating trusting two-way relationships and setting aside regular times to engage in intentional conversations.  Enjoy,  Carmell Tait  Chief Operating Officer |

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| WELCOME TO CONVERSATIONS THAT MATTER |
| *Glad you're here!* |
| ***What’s all this buzz about?*** |
| Conversations That Matter is Value Based training through an interactive website. It features videos by People who access support, families of those who access support, industry professionals, and scholars. Instead of instruction, these short videos are intended to present ideas and questions that will inspire discussions amongst staff members regarding how we support people. The goal is that the staff will want to engage in watching these videos, engage in meaningful discussions and change the way that we support individuals. |
| ***Your Account*** |
| All staff members are provided their own unique username and password. Within this guide you will find information to assist with finding your password, logging on, and utilizing the website. If you require further assistance please contact your location rep or your Coordinator. |
| ***When do I watch videos?*** |
| With your unique username and password and the amount of platforms available to watch videos, you can watch videos anytime, anywhere! As most of your experiences of the website will be self-driven we encourage you to log on and watch as many videos as possible!  The majority of locations will also assign a video for discussion a few weeks prior to your next staff meeting. This gives all staff a chance to view it prior to the staff meeting. Alternately, you may watch a short video at the staff meeting together and discuss.  Also, stay tuned for different events and get-togethers for us to collectively explore the website. Lunch and Learns, Competitions between Houses, Cross Training, and Group Presentations are being explored! |
| ***I need help or have suggestions!*** |
| Well you’re in luck! We are all on this CTM journey together and a team has been assembled to help you, your location, and receive feedback. Questions? Refer to this guide, contact your location rep and/or your coordinator. Suggestions? We’re here to help but also want continue to explore the best ways to move forward with this exciting training tool. Let us know your thoughts! |

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| **Conversations** | |
| that | Matter |
| USING CONVERSATIONS THAT MATTER | |

**USING CONVERSATIONS**

**THAT MATTER**



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| LOGGING ON TO CONVERSATIONS THAT MATTER  FOR THE FIRST TIME |

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| **PLEASE NOTE:** In order to log into Conversations that Matter,  you will need 2 things:  1. a**n email address   2. a password** | **email address & password.jpg** |

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| GETTING YOUR INITIAL USERNAME AND PASSWORD | |
| In ##May 2016, **each staff member received an email** from “Conversations that Matter Support” that included your own individual **username (usually your email address) and a temporary password.**  If you are unsure of what email address this would have been sent to, please contact ##your coordinator at someone@email.org. | Reset Password hr.png |

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| WHAT IF I CAN'T FIND THE EMAIL WITH MY TEMPORARY PASSWORD? | woman-Frustrated.jpeg |
| **If you *have not received***your email with your password…   * 1. **Check your junk mail or Spam folder.** Online mail servers likeHotmail often direct Conversations that Matter emails to the junk mail folder.   2. If you **did not find it in your junk mail**,  **it easy to receive another email** with a new temporary password. Go to the next page for instructions on how to do this. | **spam folder.jpg** |

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| HOW DO I GET A NEW PASSWORD? | | |
| ***What if the email with my password not in my spam folder?*** | | woman-Frustrated.jpeg |
| ***No Problem!!*** It's really easy to receive another email with a new temporary password. Just do this:   1. Go to www.conversationsthatmatter.org 2. Click on ***LOG IN NOW*** link  on the top right side corner of your screen 3. Click on the Forget your password? link. | | **CTM webpage 2 600pxl.png**  **Reset Password 01 600px.png** |
| On the next page:   1. Enter your email address   **RESET YOUR PASSWORD**   1. Click the   button. | | Reset Password 02 600px.png |
| You will immediately receive another email with a link that will take you to a page where you can reset your password.  ***REMEMBER!***  If the email doesn't show up in your Inbox, ***Check Your Spam Folder!***   1. **Click on the link** in the email  to reset your password. | Reset Password2 hr.png | |
| This link will take you to a page in the website where you'll be able to reset your password.   1. Enter your email address. 2. Enter your new password. 3. Re-enter your new password.   **SAVE**   1. Click the  button.   This link in this email expires after 4 days, so reset your password as soon as you get the email. | | Reset Password 04.png |

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| HOW DO I CHANGE MY EMAIL ADDRESS? | | | |
| **YOUR ACCOUNT**  Click on the tab on the right side of the booklet. | CTM programme presenters hr.png | | |
| On the next page:   1. Click the   **EDIT YOUR ACCOUNT**  button. | | | CTM your account hr.png |
| On the next page:   1. Type in your password. 2. Type in your new email address.   **SAVE**   1. Click the button | | CTM User Account.png  jsmith@someagency.org | |

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| WHAT DO I DO WHEN I GET AN ERROR MESSAGE  WHEN I TRY TO LOGIN? | |
| ***I tried to login but I got an error message saying my email address or password wasn't recognized.*** | **woman-Frustrated.jpeg** |
| Usually, agencies sign up staff members using their work email address.  If you got an error message saying that your email or password wasn't recognized, it likely means that **you're trying to login with an email address that is different from the email address that was used to subscribe you to the site.**  **Try using your work email address** or another email address you may have.  If that doesn't work**, contact ##your rep** at someone@email.org to see what email address was used to register you on the site. | **login error.jpg** |

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| LOGGING IN TO CONVERSATIONS THAT MATTER | |
| Once you have your email address and password:   * Go to the Conversations that Matter website at www.conversationsthatmatter.org * Click on ***LOG IN NOW*** link  on the top right side corner of your screen. | CTM webpage 2 600pxl.png |
| * Enter your email address. * Enter your password.   **LOGIN**   * Click the button. | email address & password.jpg |
| ***Congratulations!*** If you're reading this, it means that you've successfully logged into Conversations that Matter.  Every time you log in, you'll be taken to your opening page where you can:   1. Click on the button to change your name (if you got married), change your email address, or change your password.   **YOUR PREVIOUSLY WATCHED VIDEOS**  **EDIT YOUR ACCOUNT**   1. Click on the   button t o see a list of the videos you've already watched.  **PROGRAMME & PRESENTERS**   1. Click on the tab   to begin watching videos.  You can get back to this page at any time by clicking on the tab  **YOUR ACCOUNT**  on the right side of the booklet. | CTM landingpage3 720pxl.png |

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| HOW TO SELECT & WATCH A VIDEO | |
| ***Now it's time to select a video to watch!***  There a many ways to select videos to watch:  1. You can click on a **Presenter**  and choose a video of a conversation with that person  or  2. You can click on any link in the **Strands, Concepts, & Topics**  sections to watch videos on a  specific topic  or  3. You can select a video from a   tab  **VIDEO PLAYLISTS**  or  4. You can click on the  tab  **ACCREDITATION**  **COMPETENCIES**    to select a video on a specific Accreditation Competency | CTM programme presenters.png |
| When you click on a Presenter or a Topic, you'll be taken to list of videos and their descriptions.  Click on the button  **WATCH NOW**  to begin watching that video. | video box.png |

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| PLAYING A VIDEO | |
| Click on the **BLUE PLAY**  button to **begin watching** the video.  When you move your mouse over the video, **a control panel will appear**  at the bottom of the video.  Click on the **BLUE PLAY/PAUSE**  button to **Pause or Play** the video.  You can drag the **BLUE SLIDER** back and forth to **go to different parts** of the video.  You can click on the **BLUE ICON**  in the bottom right corner of the video to change the video to **FULL SCREEN** or bact to a **SMALLER SCREEN** .  Be aware, though, in full screen mode **the video may stall** and start repeatedly if you have a weak internet connection. If this happens, go back to the SMALLER SCREEN. | watch video 1.png  watch video 2.png  **watch video 2.png** |

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| MARKING A VIDEO AS "WATCHED" | |
| Once you've finished watching a video,  you have the option of marking that video as "watched" **so you'll always know which videos you've watched.**  To show that you've watched this video,  click on the icon.  Once you've clicked the grey icon,  it will turn green  This shows that you've watched this video.  If you click on the tab  **YOUR ACCOUNT**  and then click on  **YOUR PREVIOUSLY WATCHED VIDEOS**  button, this video will show up on the list of  videos you have watched.  **PLEASE NOTE:** In some agencies, supervisors and Human Resource managers can view reports on which staff members have watched which videos. **You have to mark a video as "watched" in order for it to show up on your supervisors' report.** | watched.png  **watched2.png**  **CTM landingpage3 720pxl.png**  watched3.png  But I did watch that video!  argument.jpg |

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| COMPLETING THE REFLECTION QUESTIONS | |
| Once you've finished watching a video, you have the option of answering the reflection questions for that video.  To do this, click on the  \ button.  **COMPLETE THE REFLECTION FOR THIS VIDEO**  . | **Reflection Question 01.png** |
| Type your responses into the text boxes.  Click on the box beside to person or people you want to send your reflections to.  Then click the button.  SEND ANSWERS | Reflection Question 02.png |

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| SELECTING VIDEOS FROM A PLAYLIST | |
| As you may already know, a playlist is a series of songs or videos grouped together and arranged in a particular order.  There are a number of playlists on Conversations that Matter that are made up of videos on a specific topics or for specific purposes.  When you first login or when you go to  **YOUR ACCOUNT** page, you'll see all the playlists that are available to you.  The playlist/s at the top will be your agency's playlist.  The playlists underneath are the playlists that have been set up by Conversations that Matter | Playlists 001 - 950px.jpg |
| You can also see the list of available playlists by clicking on the tab  **VIDEO PLAYLISTS**  on the right side of the booklet  . | CTM programme presenters.png |
| You will be taken to a page that shows all the playlists that are available to you.  **+**  Click on the icon  to see the videos in the playlist | Playlists 003 - .jpg |
| You will see a list of all the videos in the playlist.  **+**  If you click on the smaller icon | Playlists 004 -.JPG |
| you will see a description of the video  Click on the button to begin watching that video  **WATCH NOW** | Playlists 005--.JPG |

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| ADDING VIDEOS TO A PLAYLIST | |
| In some cases, an agency may give managers, supervisors, or other people the ability to create a playlist or playlists for their agency.  You may want to create one playlist for orientation and another one for probation that new employees will watch.  If you have been given the ability to  create playlists, you will see a icon on the top of every video.  Clicking this icon allows you to add that video to a specific playlist. | Playlists 006 -.jpg |
| When you click the icon, a dialogue box will appear that will allow you to choose which playlist you want to add the video to.  Initially, your agency will only have one playlist. If you would like more playlists for your agency, contact Chris LaVigne, our website administrator, at support@conversationsthatmatter.org | Playlists 007 -.jpg |
| Select the playlist you'd like to add the video to  and click button  **ADD TO PLAYLIST** | Playlists 008 -.jpg |
| A icon now will always show up on the top of that video indicating that the video belongs to a playlist.  Holding your mouse over the icon will show you what playlist/s that video belongs to. | Playlists 009 -.jpg |
| Like the other playlists, clicking on the icon  will list all the videos in that playlist | Playlists 003 - .jpg |

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| REMOVING VIDEOS FROM A PLAYLIST | |
| **Hiding the List of Videos** Click on the icon to hide the list of videos.  **Removing Videos from a Playlist** Click on the icon to remove that video from the playlist. | Playlists 012 -.jpg |

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| VIEWING AGENCY REPORTS | |
| If your agency has given managers or supervisors administrative privileges, they will  **AGENCY REPORTS**  have an tab  on the right side of the booklet. | Agency Reports 001 -.png |
| By clicking on this tab, managers or supervisors will be able to view reports on which staff members have watched which videos.  If you click on the button,  VIEW | Agency Reports 002-.png |
| you will be able to view various staff member's responses to the reflection questions. | Agency Reports 003-.png |

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| YOUR AGENCY CONTACTS | | | |
| **If you still need help logging into or using Conversations That Matter, contact your local rep** | | ***woman-Frustrated.jpeg*** | |
| **Your Core Group Members** | | | |
|  | | | |
|  | Nicole Hayward  Crystal Joseph  Sheeja Forget  Marianne Horton  Greg Meadows  Riad Wright | Donnie Francis  Franklin Bowen  Suzanne Young  Sherry-Lynn Bartlett  Nicole Carriere  Jennifer Fraser |  |

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| **Your Team A, B, & C Location Reps** | | | | | | | |
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| **Team A** | | **Team B** | | | **Team C** | | |
| **Location** | **Contact** | **Location** | | **Contact** | **Location** | | **Contact** |
| Southdale  Dundas  Bluebell  Eula  Stratford  Greenfield  Kains  Wickerson  Becky  Melinda  Riverside  Waterwheel  Driver | Nicki Pinkerton  Robert Buzzell  Matt Benoit  Dawn Khan  Emily Slaats  Betty Xavier  Maria Wallis  Kathy Roberts  Ashley Lazic  Sacha McCan  Chris Francis  David Hall  Gregg Baker | Hunterwoods  Victoria  Elizabeth  Glenview  Westlake  Timber  Fanshawe  Deveron  Cranbrook  Kimberley | | Allan Jose  Barb Carrie  Danielle Smit  Kristen Davis  Caitlin Isbister  Shelby Price  Brian Clarke  Kendra Firby  Dianne Brown  Sam Pinnell | Southdale E  Southdale W  Wistow  Plane Tree  Belgrave  Vancouver  Creston  CCM  Eden  Riverside  Poplar  Louise  Hartson | | Margaret Weber  Stephanie Blais  Angela MacNeil  John Knowles  Katelyn Taylor  Danielle James  Heather Okoko  Natalia Godding  Rose Grech  Andrea Quijalvo  Maria Wessel  Billie Davidson  Kari MacQueen |

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| RESPONSIBILTIES OF REPS AND COORDINATORS |
| **Location Rep**   1. One year commitment 2. Location cheerleader/communicator/liaison 3. Support coordinator 4. Assist with logging on staff members 5. Assist with training CTM to new staff 6. Ensure video is picked for each staff meeting (either by themselves, or   others)   1. Ensure conversation at staff meeting is facilitated 2. Inform coordinator if leaving location or if term is up   **Location Coordinator**   1. Support location rep 2. Ensure all staff are registered and are able to log on 3. Ensure first item on staff meeting agendas 4. Send new staff email to Leslie at the office 5. Ensure new staff are registered to CTM, have an understanding of the   importance of the tool, and, within their first 6 weeks, watch a minimum of 5 videos that the location staff feel are valuable and relevant   1. Create open atmosphere 2. In the event that location rep leaves, find new rep and advise core group member    1. Set up time for training of new rep by a core group member   **Senior Coordinators**   1. Ensure coordinators have their team logged on 2. Engage, watch videos, communicate value 3. Ensure on staff meeting agendas 4. Watch videos during coordinator meetings 5. Watch videos during senior coordinator meetings 6. Utilize videos when leading other groups (PAR groups, etc) 7. Create an open atmosphere. 8. Engage in and support conversations |

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| **Conversations** | |
| that | Matter |
| FACILITATING DISCUSSIONS | |

**Facilitating**

**Discussions**

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| IDEAS FOR FACILITATING ENGAGING AND FUN DISCUSSIONS |
| ***Here’s some ideas that we've learned about  how to promote a fun and engaging discussion  around the CTM videos at your location!*** |
| Have it as item #1 on staff meeting agendas   * What a better way to start off your staff meeting with some tantalizing conversations! |
| Create a fun atmosphere   * Popcorn and pop anyone? |
| Ask questions   * Don’t be afraid to utilize the reflection questions at the end of the video |
| Be brave!   * Share your own thoughts and ideas |
| Know your audience   * What videos would your fellow staff members find   interesting?   * Feel the energy in the room   + Is it time to stay silent?   + Did it just get awkward and now it’s time to talk? |
| Ask for help   * We’re here for ya! Contact someone@email.com |

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| CONVERSATIONS THAT MATTER FACILITATED DISCUSSION FORM | |
| **Conversations** | |
| that | Matter |

**FOR *THIS* MONTH’S STAFF MEETING:**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**STAFF LEADING DISCUSSION:**

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**VIDEOS TO VIEW FOR DISCUSSION:**

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**FOR *NEXT* MONTH’S STAFF MEETING:**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**STAFF LEADING DISCUSSION:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**VIDEOS TO VIEW FOR DISCUSSION:**

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| SUGGESTIONS FOR FACILITATING CONVERSATIONS | | | | |
| **What question do I ask?**  When people begin learning facilitation skills, they often feel a pressure to “come up with next question.” This is normal. | confused girl - looking left.jpg | **With practice, you’ll find this becomes easier**  You’ll find that if you just listen closely and remain curious, subsequent questions will spring to your mind. | practice.png | |
|  |  |  |  | |
| **Resist the habit of  “chatting.”**  Facilitating a conversation has an specific goal, it’s very different than just chatting. | chatting.png | Your task is to ask questions that **foster Self-Reflection, Insight, & Learning** | girl mirror 200px.png | |
|  |  |  |  | |
| **Resist the “Temptation to Teach”**  When we hear problematic attitudes, the temptation is to “correct & teach.” | don't preach.png | **Probe assumptions with questions instead.** | Eintstein QuestionEverything.png | |
|  |  |  |  | |
| **Don't simply ask a series of questions.**  We often jump from question to question rather than exploring the response. | question hopping.png | **Go "Deep" rather than "Wide."**  Explore the underlying meaning of what is said. | iceberg said meant.png | |
|  |  |  |  | |
| **“Hover” on an answer**  You can often ask several questions about a single answer. | magnifying glass answer.png | Michael White, a renown psychotherapist, would often ask the same question several times. His clients never got | Michael_White-1-small.jpg  Michael White | |
|  |  | annoyed. It always brought about more information. He called this “hovering” | | |
|  |  |  | |  |
| **Ask a question.  Then Shut-up!**  Many of us become anxious when there are periods of prolonged silence. | shut up.png | **Let the question “hang in the air."**We need to practice feeling calm during periods of silence and allow that silence to prompt responses. | | hanging ball.png |

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| FACILITATION QUESTIONS | | | |
| **russian doll.png** | ***Facilitating a conversation is like opening a Russian doll.***  ***Each question will reveal something deeper and new.***  **Here are 6 "types of questions" that can help you  deepen the conversation.** | | |
|  | | |  |
| **CURIOSITY**  **What did viewers notice?**  “What ‘struck’ you about the video?”  “What stood out for you”?  “When you think about the video, what phrase or idea first comes to mind?”  “Was there anything else?”  “Can you say more about that?”  When \_\_\_\_\_ said, “\_\_\_\_\_\_\_\_,” what came to mind for you?” | | **SPECIFICITY**  **Clarify generalizations, opinions, and clichés.**  “What was it that you liked about it?”  “Can you elaborate on what you mean by ‘inspiring’?”  “Can you give me an example of what you mean by ‘respectful support? | |
| **INSIGHT**  **What insights were gained.**  “What new insights, if any, did you gain from this video?” “  “Can you say more about why that part was important to you?”  “What personal values or beliefs were reinforced by the video?”  “Why did that resonate for you?” | | **EXPERIENCE**  **Related to personal experiences or memories.**  “Did that part of the video remind you of a personal experience?”  “Can you think of a time in your life when you dealt with a similar issue?”  “Have you seen similar things occur with the people you support?” | |
| **ACTION**  **What action will you take?**  “How might this change the way you support someone?  “What is one thing you will do differently because of this video?”  “When would you put this idea into action?” | | **ALTERNATIVES**  **What new alternatives are possible?**  “What new alternatives of supporting individuals were revealed by this video?”  “What kept us from seeing these alternatives before?”  “What other alternatives might be possible?” | |

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| PROCESSING MODALITIES | | | |
| **Different Processing Modalities**  There are basically 5 different ways that we can receive, understand, and express information and ideas:   * Visual * Auditory * Emotionally * Cognitively * Kinesthetically | | Modes - equal.png |
|  | |  |
| **Preferred Processing Modalities**  Each of us have *preferred ways* of receiving, understanding, and expressing information and ideas.  Our preferences are often revealed through the language that we use. So, if a person says," I see what you mean," that usually means that this person's preferred modality is visual. | | Modes - diferent.png |
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| **Connecting with a Person through using the Language of the Person's Preferred Modality**  If we suspect a person's preferred modality by the language that they use, then our questions may have more relevance for that person if we use the language they prefer. | |  | |
| **Visual:**  **Auditory:**  **Cognitive:**  **Emotional:**  **Kinesthetic:** | *"What did you see…" " What did that video reveal about…"*  *"What resonated for you?" " Were there any parts that spoke to you"*  *"What do you think were the most important ideas…"  "What comes to mind…"*  ***"****What feelings rose up for you when…" "What emotions were you aware of…*  *"What struck you about" "What grabbed you" "What stood out"* | | |

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| **Conversations** | |
| that | Matter |
| VIDEOS, TOPICS, & SUGGESTIONS | |

**Videos, Topics,**

**& Suggestions**

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| INTRODUCTORY VIDEOS |

**INTRODUCTION TO "DISABILITY AS DIVERSITY"**

* Norman Kunc - The Right to be Disabled (11:27)
* Catherine Frazee - Living an Enviable Life (11:28)
* A Credo for Support (4:30)
* Catherine Frazee - The Illusion of Normalcy (10:51)
* Judith Snow - Disability: An Unusual Gift (12:08)

**INTRODUCTION TO RESPECTFUL SUPPORT**

* Dave Hingsburger The Politics of Support - Part 1: "This isn't about You" (6:02)
* Dave Hingsburger – “I Want Your Support; Not Your Care! (3:07)
* Catherine Frazee - Providing Personal Care: What Really Matters (7:33)
* David Pitonyak - The Story Of Roland & The Life Lessons He Taught Me (12:19)

**INTRODUCTION TO AUTISM / NEURODIVERSITY**

* Emily Titon - Autism as Neurodiversity (14:18)
* Amythest Schaber - What is Autism? (12:38)
* Anne Donnellan - Autism as a Movement Difference (13:58)
* Nick Walker - Don't Panic; Trust the Weirdness: Advice for Supporting Autistic Individuals (18:22)

**INTRODUCTION TO BEHAVIORAL SUPPORT**:

* Herb Lovett - From Behavior Management Toward Behavioural Support (8:46)
* Peter Leidy - A Behaviour Plan that kept sending staff to the E.R. (16:01)
* Sheldon Schwitek - Cross-pollination - What's beekeeping got to do with support? (9:52)

**INTRODUCTION TO PERSON-CENTERED PLANNING**

* Jack Pearpoint & Lynda Kahn - Person-Centred Planning - : "What it is...  
  What it's NOT!" (9:45)
* Jack Pearpoint & Lynda Kahn - Person Centered Planning: Part 3 - Listening, Learning & Taking Action (26:40)
* Jack Pearpoint & Lynda Kahn - It Started with Spaghetti (6:24)
* Michael Kendrick - Domains of Needs: A framework for Person Centred Planning (10:15)

**INTRODUCTION TO INCLUSION**

* Norman Kunc - Fostering Ability Through Opportunity: There Is More To Life Than Life-Skills (14:52)

**INTRODUCTION TO JOB DEVELOPMENT**

* Denise Bissonnette - The Art of Job Development - Part 1: Becoming Passionate about Possibility (12:35)
* Michael Callahan - Customized Employment: A New Way of Thinking about Paid Work (17:16)
* Pat Amos - Part 2: Following the Golden Thread (11:33)

**INTRODUCTION TO SEXUALITY AND RELATIONSHIPS**

* Dave Hingsurger - Before we talk about sex… (06:39)
* Dave Hingsburger - Respecting Personal Boundaries (8:54)
* Dave Hingsburger - What's Even More Important than Sex? (9:06)

**INTRODUCTION TO INSTUTIONALIZATION**

* Fred Ford - The Legacy Of Institutions: What Were They Like? Will They Return? (12:17)
* Fred Ford - Can A Group Home Be An Institution? (9:19)
* Peter Park - Coming Home: A Story Of Institutionalization, Resistance And Resilience (20:40)

**INTRODUCTION TO ADVOCACY**

* Lynne Seagle - Doing The Wrong Thing Kindly Doesn't Make It Right! (15:27)
* Dave Hingsburger - The Politics of Support -: Providing Real Support for Real Choices (9:11)
* Dave Hingsburger - The Politics Of Support - Part 3: The Dangerous Habits Of Power (6:26)

**INTRODUCTION TO MAKING COMMUNITY CONNECTIONS**

* Al Condeluci - The Power of Social Capital: 4 Steps to Building Bridges into the Community (12:22)
* John McKnight - Helping People with Disabilities become Connected to Communities (10:45)
* Erin Sheldon - Fostering Friendships and Natural Supports (14:06)

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| CONTINUED LEARNING VIDEOS |

**CONTINUED LEARNING ABOUT RESPECTFUL SUPPORT**

* Dave Hingsburger - The Politics of Support - Part 2: Providing Real Support for Real Choices (9:11)
* Dave Hingsburger - The Politics Of Support - Part 3: The Dangerous Habits Of Power (6:26)
* Dave Hingsburger - On Listening (02:22)
* Dave Hingsburger - Making a Commitment to Communication: Supporting People who don't Speak (16:18)
* Catherine Frazee - When is a Wheelchair not just a Wheelchair (4:34)
* David Pitonyak - The Neurology of Loneliness: Surprising Discoveries about how our Brains Respond to Rejection (8:40)
* Norman Kunc & Emma Van der Klift - Hell-Bent On Helping: The Politics Of Help (1:16:36)
* David Pitonyak - It's about Relationships, not "Coverage" (4:46)
* Kim Lyster - Language, Labels, and Lies (10:58)
* Emma Van der Klift - Why Socrates would have been a great support worker (2:51)
* Emma Van der Klift - Staying Curious: Part 1 - Asking Powerful Questions (7:14)
* Emma Van der Klift - Staying Curious: Part 2 - Three Dangerous Words (7:14)
* Emma Van der Klift - How Language "Implants" Identity (8:50)
* Thomas Neuville - When Good People Cause Harm: In the Name of Help (15:14)
* Thomas Neuville - When Good People Cause Harm: The Problem of Power (8:28)
* Norman Kunc - Fostering Ability through Opportunity - Part 2: "I Learned to speak clearly when I quit speech therapy!" (7:37)
* Lorna Williams - An Aboriginal Perspective on Diversity, Disability and Invisibility (12:15)

**CONTINUED LEARNING ABOUT AUTISM / NEURODIVERSITY**

* David Pitonyak - I Can't Get Started; I Can't Stop - Part 1 (14:09)
* David Pitonyak - I Can't Get Started; I Can't Stop - Part 2 (9:09)
* Pat Amos - Dancing on the Autism Spectrum (16:44)
* Pat Amos - Following the Golden Thread (11:33)
* Pat Amos - Autism: Listening to the REAL Experts (07:25)
* Amythest Schaber - Autism and Executive Functioning (10:58)
* Amythest Schaber - What About Eye Contact? (09:40)
* Amythest Schaber - What are Good Therapies (11:14)
* Amythest Schaber - What are Meltdowns? (12:23)
* Amythest Schaber - What is ABA? (09:16)
* Amythest Schaber - What is Autistic Burnout? (09:57)
* Amythest Schaber - What is Central Auditory Processing Disorder? (14:09)
* Amythest Schaber - What is Echolalia? (12:16)
* Amythest Schaber - What is Stimming? (10:34)

**CONTINUED LEARNING ABOUT BEHAVIORAL SUPPORT**

* Herb Lovett - Pt 2: Supporting Individuals with Serious or Dangerous Behaviour (12:49)
* Herb Lovett - Pt 3: Advice on Advocating for Respectful Support (07:39)
* Herb Lovett - Pt 4 Supporting Individuals with Self-Injurious Behaviour (08:02)
* Lydia Brown - Rethinking Behavioral Therapy (14:07)
* Pat Amos - The Thing We Call "Behaviour" (06:17)
* Lynne Seagle - A House is not always a Home (8:50)
* Pat Amos Part 1 - Dancing on the Autism Spectrum (16:44)
* Dave Hingsburger - The Inappropriateness of Age Appropriateness (12:45)
* David Pitonyak - An unexpected Perspective on Behavioral Support (13:35)
* Ruth Siegfreid / Kim Love - Personalized Behavioral Support without Restraint (12:21)
* Ron Garrison - Restraint and Seclusion: An Expert Opinion (11:52)

**CONTINUED LEARNING ABOUT PERSON-CENTERED PLANNING**

* Jack Pearpoint & Lynda Kahn - Person Centered Planning: Part 2 - Preparing for The Meeting (9:43)
* Jack Pearpoint & Lynda Kahn - Person-Centered Planning: Part 4 - Checking in (7:45)
* Jack Pearpoint & Lynda Kahn - Person-Centered Planning: Part 5 - Common Concerns about PCP (9:24)
* Jack Pearpoint & Lynda Kahn - Five Valued Experiences
* Michael Kendrick - Developing Reasonable Safeguards for Reasonable Risk (10:17)

**CONTINUED LEARNING ABOUT ADVOCACY**

* Peter Leidy - Asking The Questions No One Wants To Ask (10:39)
* Thomas Neuville - The Art Of Subversive Support (15:00)
* John O'Brien - Deciding To Make A Difference (21:13)

**CONTINUED LEARNING ABOUT JOB DEVELOPMENT**

* Michael Callahan - Discovery: The Engine Behind Customized Employment (18:16)
* Denise Bissonnette - The Art of Job Development : Working with Employers (7:06)
* Denise Bissonnette - The Art of Job Development: Working with Job Seekers & Advice for Families (15:40)
* Denise Bissonnette - The Art of Job Development - Part 4: On Becoming a Resilient Job Developer (11:31)
* Denise Bissonnette - A Poem: Blue Skies (5:40)
* Pat Amos - How Dan Became a Scientist (8:41)

**CONTINUED LEARNING ABOUT MAKING COMMUNITY CONNECTIONS**

* Al Condeluci - With The Best of Intentions (9:17)
* Al Condeluci - Relevance & Regularity: (7:26)

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| OTHER TOPICS |

**LEADERSHIP**

* Doug Cartan - Accountability Based Management - Part 1: From Responsibility to Accountability (14:47)
* Doug Cartan - Accountability Based Management - Part 2: Four Essential Elements of Trust-Enhancing Workplaces (19:52)
* Sheldon Schwitek - Mentoring Support Workers: The Missing Piece of Training (5:23)
* Kim Lyster - The Question of "Customer Service" (4:33)
* Dave Hingsburger - Deliberate Indifference (8:27)

**ETHICAL ISSUES**

* Fred Ford - Reporting Neglect And Abuse: Having The Courage To Do The Right Thing (8:20)
* Peter Leidy - Asking The Questions No One Wants To Ask (10:39
* Advocates Against Abuse - Advocates Against Abuse (full length video) (36:13)
* Dave Hingsburger - Disguising Opinions as Facts (02:24)

**MANAGING CONFLICT**

* Janice Fialka - Fostering Collaborative Parent-Professional Partnerships (17:50)
* Erin Sheldon - Asking New Questions; Finding New Answers (14:48)
* Emma Van der Klift - Managing Conflict Ethically (Upcoming)

**DISABILITY AND AGING**

* Kim Lyster - Aging & Disability: Ensuring "A Good Life" in the Later Years (17:02)

**FOR PARENTS (AND AGENCY STAFF)**

* Erin Sheldon - Fostering Friendships and Natural Supports (14:06)
* Erin Sheldon - Asking New Questions; Finding New Answers (14:48)
* Erin Sheldon - Listening Differently: Technology for Communication (12:59)
* Janice Fialka - Fostering Collaborative Parent-Professional Partnerships (17:50)
* Pat Amos - Resisting Stories of Sadness: An alternative Perspective on Raising Autistic children (6:27)

**COMMUNITY CONNECTIONS AND MICROBOARDS**

* Maria Glaze Microboards - Part 1: Benefits, Challenges, and Lessons (18:04)
* Maria Glaze Microboards - Part 2: Building a Successful Team (18:34)
* Linda Perry Microboards - Part 1: A Flexible Alternative to Traditional Services (14:07)
* Linda Perry Microboards - Part 2: Stories and Lessons Learned (15:49)
* John McKnight - Community, Systems, Service, and Care. (15:31)
* John Lord - Part 1: Working Towards a "New Story" of Support (17:16)
* John Lord - Part 2: Creating a "3rd Alternative" (13:44)

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| VIDEOS SUGGESTIONS, AS RECOMMENDED BY THE ##PHSS CORE GROUP |

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| **Video** | **Presenter(s)** |
| Providing Personal Care: What Really Matters | Catherine Frazee |
| It Started With Spaghetti | Jack Pearpoint  and Lynda Kahn |
| The Politics Of Support, Part 1 This Isn’t About You | Dave Hingsburger |
| Doing The Wrong Thing Kindly, Doesn’t Make It Right | Lynn Seagle |
| The Questions No One Wants To Ask | Peter Leidy |
| Asking New Questions: Finding New Answers | Erin Sheldon |
| Rethinking Behavioral Therapy | Lydia Brown |
| Autism – Listening To The Real Experts | Pat Amos |
| A Behavior Plan That Kept Sending Staff To The ER | Peter Leidy |
| Staying Curious Part 2 – Three Dangerous Words | Emma Van Der Klift |
| Disguising Opinion As Fact | David Hingsburger |
| Making A Commitment To Communication: Supporting People Who Don’t Speak | David Hingsburger |
| Respectful Support: What Really Matters | Catherine Frazee |
| Credo Of Support | A Video by Norman Kunc  and Emma Van Der Klift |
| Accountability Based Management Part 1:  From Responsibility To Accountability | Doug Cartan |

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| TROUBLESHOOTING & STAFF CHANGES FORM | **Conversations** | |
| that | Matter |

**Coordinators/Location Rep**

If required, please complete and send to Leslie (either via fax 519-660-1654 or email leslieg@participationhouse.com)

Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Coordinator/Location Rep\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **For those who still require assistance with password or logging on** | | | | | | | |
| Name | Log-in Email | | Did you attempt to re-set your password? | Result (error message?) | | Other issues identified | |
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| **New/Resigned staff** | | | | | | | |
| Name | | Email address | | | New (N) Remove (R) | | Questions/Comments (if any) |
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