## **Learning Circle Orientation**



#### **Meet Our Faculty**





#### Tom Tracy | Executive Director, Strategic Business Planning | Clinical Redesign Team

Tom has spent his career serving vulnerable Medicaid populations with a focus on individuals with serious mental illness. Tom has had the privilege to oversee a wide range of mental health programs including partial care, outpatient, ACT, in-home therapy, supportive housing, and juvenile justice involved, to name a few. Prior to joining United, Tom served as the Chief Administrative/Strategy Officer for one of the largest community-based behavioral health organizations in Southern New Jersey. Tom has trained at the local, state and national levels on topics such as care planning, service delivery, clinical documentation, outcome measures, gender, sexuality, diversity, suicide prevention and stages of change. He embraces the philosophy that all people can experience recovery. He enjoys growing talent and teaching to expand clinical skill sets. Tom has a Masters in Social Work and a Master's of Science in Management & Leadership. He is a NJ Licensed Clinical Social Worker, an ACS and NJ approved clinical supervisor, and a Project Management Professional (PMP). He and his husband are proud fathers to an adorable daughter.



#### Jennifer Frost | Executive Director, Learning, Replication and Dissemination | Clinical Redesign Team

Jennifer brings over 15 years' experience in healthcare including federal and state government, nonprofit, and direct care delivery. She holds a Master's in Public Administration in Health Policy and Health Management and is a certified Project Management Professional. Prior to joining UHC, Jennifer spent nearly a decade in Federal health policy consulting at The Lewin Group, where she led large national contracts for CMS and AHRQ focused on clinical innovation and learning and diffusion. Jennifer is a UHG Culture Ambassador and a dedicated manager who enjoys growing talent and supporting the professional development of our frontline staff who are engaging with our members every day.

## **Agenda**



- What and why of learning circles
- Building a safe work environment
- Be an effective participant
- Facilitator best practices
- Find your learning circle

#### What is a Learning Circle?



Learning Circles are small discussion groups that give participants the opportunity to process training content and how it might be applied to our work and lives.

- ✓ Safe environment for discussion
- Explore what a principle may mean to learner
- ✓ Share personal narratives
- ✓ Build trust within teams
- ✓ Full participation and interaction

- X NOT formulaic
- X NOT assessment of performance
- X NOT to replace regular team meetings
- X NOT a place to judge people's experiences and stories

## **Why Learning Circles?**



- Grow together as team
- Practice techniques and discuss new philosophies in safe environment
- Build trust with other staff
- Create support network to sustain learner



## **Learning Circle Approach**



- Work together in relationship to learn and grow
- E ncourage understanding
- isten with an open mind
- augh and enjoy humor throughout the day
- N otice the dignity and value of ourselves and others
- E ngage others with compassion
- S hare our stories and our hearts
- S trive to honor and respect ourselves and others

2018, Southcentral Foundation Learning Institute, Anchorage Alaska

#### **Building a Safe Work Environment**



## Remove

the hats you normally wear

## Connect

with the group— we are on this journey together

# Hold Confidentiality as a high priority

## **Invite**

others to feel whatever is inside

## **Endeavor**

to talk through offenses that may occur and bring resolution

## Value

the exchange of words spoken from the heart

## Join

together on the journey to wholeness and deeper relationships

2018, Southcentral Foundation Learning Institute, Anchorage Alaska

#### **Learning Circle Facilitators**



- Facilitates the process for the group
- Do not need to be subject matter experts
- Helps the group stay on track
- Utilizes the Learning Circle Facilitator's Guide to help move the dialogue
- Is an important part of the process
- Volunteer to be a Learning Circle Facilitator



Source: https://poorvucenter.yale.edu/sites/default/files/files/discussion\_leading.pdf

#### **Facilitator Tips**



- Ensure equity of voice
- Allow the group to respond / ask for the group's feedback or thoughts
- Embrace silence
- Model a judgement-free zone
- Allow for natural discussion

Establish
your own
ground rules
as a group

# Sample Ground Rules

- Leave titles at the door
- No electronics
- What is said here stays here
- Everyoneparticipates

#### **Find Your Learning Circle**



#### 1. Identify a Learning Circle

- Contact manager or unit leadership to determine how to organize a group within your unit or learners from your business segment
- Size may vary; found 8-10 participants is often most effective

#### 2. Assign a Facilitator

- Chosen by Learning Circle group, volunteer, or appointed by manager
- Should not be manager or person in leadership role

#### 3. Schedule Learning Circles

- Facilitators schedule recurring Learning Circle conference call or WebEx meeting
- Recommended, immediately following live webcast, Mondays 5-5:30 P.M. EST

Managers may create their own Learning Circles separate from staff.



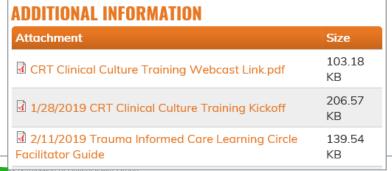
#### Where to Find Facilitator Guides



- Navigate to CRT Clinical Culture Training Series page on OHE's site www.optumhealtheducation.com/CRT
- 2. Click on Overview
- 3. Scroll down to Additional Information



All handouts and learning circle guides



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## **Key Takeaways and Next Steps**



- Learning Circles are for teams and individuals to process learning and discuss implementation strategies
- Be empathetic and use good judgment in how we share and listen
- · All teach, all learn
- Be BOLD, volunteer to be a facilitator

## **Next Steps**

- Work with your manager to find your learning circle
- Ensure calendar invites for learning circle discussions are sent out
- Make sure you know where to find facilitator guides on OHE's site!