

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

- ✗ NOT formulaic
- ✗ NOT assessment of performance
- ✗ NOT to replace regular team meetings
- ✗ 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

Encourage understanding

Listen with an open mind

Laugh and enjoy humor throughout the day

Notice the dignity and value of ourselves and others

Engage others with compassion

Share our stories and our hearts

Strive 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

Facilitator should be a *peer*, and not a manager or formal trainer

Consider this

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
- Everyone participates

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.**

**Consider
this**



Where to Find Facilitator Guides

1. **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](#)



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CRT CLINICAL CULTURE TRAINING
January 28, 2019 to May 6, 2019

OVERVIEW PROGRAM/FACULTY ACCREDITATION CONTINUE

All handouts
and learning
circle guides

ADDITIONAL INFORMATION	
Attachment	Size
 CRT Clinical Culture Training Webcast Link.pdf	103.18 KB
 1/28/2019 CRT Clinical Culture Training Kickoff	206.57 KB
 2/11/2019 Trauma Informed Care Learning Circle Facilitator Guide	139.54 KB

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

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