



LET'S HUDDLE! FACILITATOR'S GUIDE

MONTHLY REFERENCE GUIDE

Dear Facilitator,

One goal of Quick Connect Huddles is the cultivation of leaders... by inviting individuals to facilitate a QC Huddle and guide the group discussion that follows. Thank you for taking a risk and being willing to lead and facilitate QC Huddles for your team. We believe it will be a rewarding experience for you.

Each huddle follows a “Read, Reflect and Connect” format, where participants read a curated article, take time for personal reflection and then engage in meaningful discussions and/or activities. Patient Experience focus questions are to be done as a group to help promote positive patient experience and outcomes.

In the introduction. of the Workbook, Best Practices (page vii) are offered to help the person or people who facilitate the huddles. One of the responsibilities of the facilitator is to provide a supportive and engaging environment; by being warm, open and welcoming.

Quick Connect Huddles can be a “book-end” to the beginning or end of a regularly scheduled meeting or it can be run as a stand-alone meeting. You may have a variety of meeting times, but it will be helpful for you to know how much time you have for each huddle, so you can plan accordingly.

QC Huddles recommends you have a box with these contents:

Please bring to each huddle.

- QC Huddle workbooks
- Pens
- Scissors
- Colors and/or Markers
- Box of Kleenex

As a leader/facilitator, please familiarize yourself with the content of each huddle session, so that you will know the format and what you will need for each huddle.

Thank you for your time and commitment!

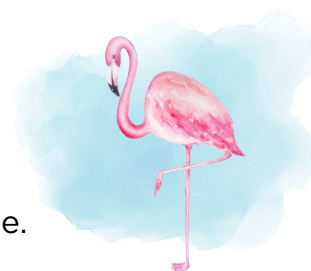
Together we are stronger!

The QC Huddles Team



LET'S HUDDLE!

EMBRACING THE VIBRANCY OF WELL-BEING



January: What Color is Your Flamingo? (Self-Care)

- Please familiarize yourself with the content of this session.
- Make sure you bring the Huddle Box with you to the Huddle.
- **Please note:** this Huddle requires markers/crayons.
- Again, the leader/facilitator sets the tone for the meeting with a warm and welcoming attitude.
- Remind participants of the confidentiality component of each huddle session, and that they will get the most out of the team's time together if they are present and have a willingness to connect.
- Participants are going to color a picture of two flamingos; one representing their current level of well-being and the other one is the color they desire their health and well-being to be.
- As Derrick mentions in his note, there may be some discomfort, eye rolling etc. Encourage participants to do the activity and color anyway.
- Remind team members they can highlight certain parts of their flamingo darker to represent a healthier mind or a full heart, etc.
- **As a leader/facilitator, be sure to color your flamingo before your huddle.** If you are willing to be vulnerable with your team, your sharing will encourage and empower your team members to do the same.

READ: Either read the article or go around the room and have participants take turns reading one paragraph.

REFLECT: Have participants take a moment to reflect on their current level of self-care, before they start coloring their flamingos.

CONNECT: After coloring their flamingos, have them share with one another why they colored the flamingos the way they did.

PX (Patient Experience Focus): How can your commitment to self-care enhance your ability to be fully present and compassionate with patients? Share one way you will prioritize self-care this month to improve patient interactions.