



# Workforce Strategy Consultation

Facilitation and Scribe Guide

Version 1.0 | April 2023



## This pack includes:

- Information for both facilitators and scribes to deliver a Virtual Drop-in Session (online) or a Local Area Meeting (face to face).
- For larger groups we suggest having a separate person scribing.
- For smaller groups facilitation and scribe could be completed by one person.
- We recommend allowing 30 minutes to facilitate this session.





## Facilitator:

Your aim is to:

- Bring participants on the journey of Workforce Strategy and by doing so, facilitate constructive discussion.
- Introduce yourself and any others that may be in the room assisting you.
- Communicate the purpose of the consultation and how the session will run.
- Create a safe and supportive environment where staff feel comfortable to share their thoughts and experiences.
- Encourage participation and give everyone the opportunity to speak.
- Actively listen and clarify to ensure correct understanding.
- 30-minute session



# Consultation Timeline

| Timing     | Task  |
|------------|---|
| 0:00- 0:05 | <ul style="list-style-type: none"><li>• Introductions, and house-keeping (ie mute, raise hands or use chat function for comments)</li><li>• Explain how the session will run and provide a brief background</li></ul> |
| 0:05- 0:25 | <ul style="list-style-type: none"><li>• Ask the participants the Questions</li><li>• Try to leave enough time to get through the 4 questions</li></ul>  |
| 0.25-0.30  | <ul style="list-style-type: none"><li>• Thank all for attending</li><li>• Encourage staff to promote with their colleagues and fill out the QR code</li><li>• Next steps</li></ul>                                    |





# Brief background to the workforce strategy

- Monash Health is developing new workforce strategy, to support our current workforce and develop our teams of the future.
- To deliver excellent care we want to ensure we have the right people in the right jobs, reaching their full potential.
- Our aim is to make sure Monash Health remains the preferred employer in the health care sector, attracting and retaining the best talent.
- We know we have work to do. We understand across the sector current workforce shortages cause pressure and we are putting in place a range of activities to address the challenges.
- We are actively working to make your work life the best it can be – to help you and your teammates thrive at work.
- We will be putting in place short and long-term initiatives. We will be making big and small changes. This is where you can help shape the strategy with your suggestions.
- As the experts in what works in your team or site, we would love to hear from you.
- Ideas you have shared in your professional groups will also feed into the strategy discussions.



## Questions

Q1. Why did you choose to work at Monash Health?

Q2. What is most important to you in your job satisfaction?

Q3. What would make Monash Health an even better place to work?

- Opportunities for change?
- What is unhelpful?
- What is working well?

Q4. What would help you to be your best at work?



## Troubleshooting facilitation

| Scenario  | Suggested Solution   |
|---|--|
| Participants are complaining about work and being very negative | Re-directing and focusing – we want to drive the conversation away from what is not working and have a more solution focused discussion                    |
| What if 1 or 2 people are dominating the conversation?          | Remind participants that we want to hear from everyone. Suggest hearing from someone who hasn't spoken yet.  |
| What if no-one is speaking?                                     | Try to ask the question in a slightly different way. Provide examples and use prompts.   |
| What if the group is larger than expected?                      | Make sure you have the QR code in the pack. Advertise that there are other sessions if they don't feel like they have had their say.                       |
| What if only a couple of people attend?                         | That's great! You can have some in-depth conversations with them. Encourage them to speak with their colleagues about attending one of the other sessions. |
| What if no-one attends?   | Wait 5 minutes. Let facilitator go. Scribe waits another 5 minutes and closes the meeting at 10 minutes past.  |





### Scribe:

Your role as a scribe is to:

- Record feedback to key discussion points.
- Submit MS forms at the end of the session.
- Highlight any questions/actions/issues that need to be followed up.
- You do NOT need to record names of participants.
- Keep track of time to ensure the facilitator gets through all the questions.

What you need to complete:

- MS form to record all your notes – found [HERE](#)
- QR link in slides below for use also





## Troubleshooting scribe

- To avoid technical MS forms issues, suggestion to record notes on paper or a word document.
- Then translate or copy and paste answers into the MS form at the end of the session.
- Have a back-up scribe/facilitator ready to support if necessary



## Tips: for a face-to-face session

- Consider printing off resources for use
- Print a copy QR code with the link to the suggestion box for access and distribution during the session
- Have a copy of the 4 main questions in case of technical difficulties, or where no IT in use or available





**Please share  
the QR link  
for individual  
feedback...**



# Passionate about Monash Health?

Share your ideas about how to make it even better.

**We'd love to hear from you as we develop our next  
workforce strategy.**



Use the QR code to access our virtual suggestion box





Workforce Strategy

# **Record your sessions feedback...**



## Local Team Meeting Feedback

Please upload session question responses to the MS form to ensure feedback is recorded:

<https://forms.office.com/r/K8n93ZSAKM>





Workforce Strategy

# Further support...



## Workforce Strategy Consultation

If you have any questions or concerns, please contact the STP team for guidance and support:

### Laura Creaton

*Acting Director - Workforce Lead  
Strategy & Planning | Strategy,  
Transformation and Projects*

---

[Laura.Creaton@monashhealth.org](mailto:Laura.Creaton@monashhealth.org)

### Christina Campbell

*Senior Partner - Workforce Lead  
Strategy & Planning | Strategy,  
Transformation and Projects*

---

[Christina.Campbell@monashhealth.org](mailto:Christina.Campbell@monashhealth.org)

### Roseda Campbell

*Senior Partner  
Strategy & Planning | Strategy,  
Transformation and Projects*

---

[Roseda.Campbell@monashhealth.org](mailto:Roseda.Campbell@monashhealth.org)

### Dannielle Rees

*Partner  
Strategy & Planning | Strategy,  
Transformation and Projects*

---

[Dannielle.Rees@monashhealth.org](mailto:Dannielle.Rees@monashhealth.org)

