

**FFSL INTERIM WORKGROUP MEETING
November 10, 2003**

Grand Vista Hotel, 999 Enchanted Way, Simi Valley, CA

PROCESS RECOMMENDATIONS

Agree to the Scope and Objectives of the Workgroup

Without some fundamental agreement on the purpose of the WG, the ability to improve the quality of the meetings is extremely limited. The purpose of the WG must be agreed to within regulatory and legal constraints. This can be in the form of a new charter or some other agreed-upon document.

Agree to Meeting Groundrules

Some basic agreements for meeting conduct must be developed, and a facilitator must be empowered to enforce the groundrules. Without agreement on the basic rules of conduct during WG meetings, improvement in the quality of the meetings is highly doubtful.

Adopt WG Member Recommendations

Preparation

Agreed upon agenda with times
Provide adequate time after each agenda item for public comment
Provide copies of requested documents to community members
Communications training for workgroup
Provide an overview of project with a clear problem statement (need big picture/context at every meeting)

Facilitation

Stick to agenda
More proactive facilitation, manage interruptions and time-frames
Facilitator control of discussion to ensure agenda is addressed
Check-in on times for agenda items as meeting progresses

Attitude

Avoid provocative tone/words (*gesture*)
Identify common goals
Use paraphrasing and confirmation to clarify statements/positions*
Avoid representing others opinions/positions without confirmation*

Identify Areas of Major Contention and Document

WG members work together to clearly identify areas of major contention and agree on a problem statement for each issue; provide in a matrix or summary format. Then sort by the following:

Does the WG have influence over this issue?
If YES, put on the agenda for further discussion and problemsolving efforts.
If NO, drop the issue and/or pursue in appropriate manner/venue.

W.G. only avenue

Engage in Off-Line Problem Solving Efforts

For those issues of interest and/or contention that are to be addressed by the WG, members should engage in more off-line (in-between meetings) communication in an effort to resolve issues. This may include telephone calls, subgroup meetings or conference calls, etc. The results of such interactions should be reported on at the next WG meeting.

Presentation Support and Dry Runs

Entities providing presentations should seek experienced support to ensure that presentations meet the diverse needs of the audience. Such support should include making sure overheads/slides are clear and readable, as well as anticipating potential concerns and preparing appropriately. Mechanisms for support may include identifying audience interests and concerns regarding a given topic, presentation development support, and dry-runs.

Feedback Mechanism

Create a feedback mechanism, including milestones and a maintenance schedule, to ensure changes are being appropriately implemented. Such a feedback mechanism will ensure that problems are identified early and appropriate changes are made.

*** Facilitator recommendations**

Continuity