

Top Tips...

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Participating in a meeting with a mix of professionals, patients and the public

For meeting participants, in particular public members.

1. Be prepared to contribute

- Read the agenda
- Ask for list of members (search for their profiles online if you would like to know more about them)
- Clarify any points you don't understand with the organisers, or search online
- Make notes of points you would like to raise in the meeting.

2. Ensure introductions

- If this has not occurred, request introductions (clarify any titles, organisations or roles that may be unclear)
- Be prepared to briefly say something about yourself during introductions
- Request that jargon and acronyms are kept to a minimum (if the Chair has not already done so).

3. Actively listen to others

- Hear and take on board the different range of views
- Try and identify people's vested interest, their knowledge and experiences.

4. Contribute effectively

- Take notes, so that you have a record of the meeting – but be aware that any notes can be made public (for example, via a Freedom of Information request)
- Make your contribution short, succinct and clear
- Try not to ramble or share unrelated anecdotes
- Remember that everyone brings value to the meeting and value everyone's respective expertise.



5. Behave professionally

- Be courteous and polite, and listen to others' views – people may not listen to you if you raise your voice
- If you are interrupted whilst you are speaking ask the Chair if you may continue
- Provide criticism in a constructive manner.

6. Ensure summing up and next steps

- Never leave a meeting unsure of:
 - what has been decided and what you are expected to do
 - timelines for actions
 - who is taking forward specific actions.

7. Complete actions

- Complete any actions in a timely manner.



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These tips are one of a set, produced as part of the INVOLVE Learning and Development Project.

