

PLEASE EMAIL THIS FORM TO YOUR COMMITTEE'S PEA EMAIL AT THE END OF THE MEETING.

COMMITTEE MEETING REPORT

MEETING DATE: 04/22/22

COMMITTEE TITLE: Programs Committee

COMMITTEE MEMBERS PRESENT

Dave Dove, Debbie Clark, Todd Langstrom, Tom Upton

COMMITTEE MEMBERS ABSENT

Bette Asbra, Charlotte Russel, Bobbie Fakkema

COMMITTEE DISCUSSION SUMMARY (include description, help needed from the office, etc.)

DISCUSSION ITEM	ASSIGNED TO	DUUE DATE
<p>May 12 is our first event of the year for Programs Plan is to have conversation about communication “Good Communication is Good Business” We had general discussion including the following ideas and thoughts:</p> <p>How do you determine when to do things in written form? Discovery agreement after the conversation. Send an email that is a recap of the conversation. “If I misunderstood anything from our meeting, let me know. It’s also about new business. Enthusiasm overtakes sensibility and good habits. CYA Client communication or Client education? Focus areas of communication: Clients/patients, vendors, employees</p>		

PLAN

- Brian Irion (??) and Todd Langstrom to open with thoughts on importance of written and verbal communication
- Deb and Tom U to do a “role play” of ineffective communication scenario
- Breakout rooms of 4-6 people (Angi advise?) and have 15 minutes (?) for discussion.
- Each member of the team will be small group leader and we will invite Maureen Clark? Katherine West? To also be small group leaders.

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<ul style="list-style-type: none">• Will close with everyone coming together and a spokesperson will share what their group talked about. <p>To do:</p> <ul style="list-style-type: none">• Deb to contact Brian to see if he is available• If yes, Brian and Todd to get together to plan introduction of topic• Deb and Tom Upton to plan role playing scenario• Deb to finalize questions that group came up with during conversation <p>NEXT MEETING: May 5 to finalize plan</p>		
ACTION ITEMS AND NEXT STEPS	ASSIGNED TO	DU^E DATE

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