



P.O. BOX 213, Vashon WA 98070
www.vashonhealthcare.org

SPECIAL MEETING MINUTES

Date: February 28, 2024

Time: 1:00-4:00 p.m.

Place: Vashon Presbyterian Church, 17708 Vashon Hwy SW, Vashon, WA 98070

Present: Tom Langland, Position 5, President

Wendy Noble, Position 4, Secretary

Bill Hamilton, Position 1

Sarah Day, Position 2

Alan Aman, Position 3

Tim Johnson, Superintendent

Dr. Elizabeth Archambault (facilitator)

1. **Call to order** - The special meeting was called to order at 1:05 p.m.
2. **Introductions** - Dr. Archambault and the Commissioners all introduced themselves. Dr. Archambault summarized the plan for the retreat:
 - **Goal for the Day:** To establish and enhance robust communication protocols aimed at fostering a culture of collaborative teamwork within the organization.
 - **Possible Outcomes & Deliverables:**
 - Define organizational identity (moment-in-time)
 - Guidelines on how we work together
 - Process for how we disagree
 - Process for how we present as “one” as we deliberate publicly
 - Active listening practice
 - Guidelines for external communications
 - Final communications plan created
3. **Ground Rules** - The group established ‘ground rules’ for the retreat process, including:
 - Keep it friendly
 - Take right and wrong off the table
 - Everyone speaks
 - Be direct & concise
 - Seek a solution, but don’t force it
 - Evidence-based conversations, points, and decisions
 - Listen, don’t interrupt
 - Reflect back
 - Use inquiry as much as possible/use advocacy less
 - Bring everyone along for shared understanding
 - Value feedback
 - Transparency/be genuine
 - Voice biases (biases on the table)
 - Use conflicting points of view to increase understanding and as opportunity for curiosity

4. **Communications Protocols** - The group discussed out to communicate and how to disagree, with the goal of determining guidelines and processes for communication during deliberations, including disagreement, to make sure that every voice is heard and that there is efficiency within the process.

- Handouts: Eraser words, Commonly used phrases and alternative rephrasing
- How do we decide & disagree? (initial list):
 - Avoid right & wrong framework
 - “This is what I’m hearing” – reflect back with own words
 - Validate feelings
 - Keeping on time
 - Work the problem
 - Listen to the music, not the words
 - Don’t take it personally
 - Know people’s styles
 - Look for motivations (meta message) for the points being made
 - Start with agreement and common understandings and then add a point of disagreement
 - Goal versus process/structure – what are we trying to accomplish
 - Create a process/structure so we are not revisiting each point each meeting
 - Facilitation (can boost the HOW we are effective)
 - Shared values
 - Allow enough time to really process discussion point at hand
 - Being okay to move on without full agreement

5. **Who are we?**

- Goal: Create an 8-word statement (to ground us and define who we are at this moment)
- Statement that was created to reflect this moment-in-time: Assume accountability for improving and sustaining community health.

6. **Active Listening activity**

- Goal: Reinforce the practice of active listening among participants.
- Handout: Active listening self-evaluation, Ways to improve your listening skills, 21 Day Active
- Listening Journal
- The three principles of active listening are:
 - Paying Attention: This means giving the speaker total mental and physical attention. It involves actively listening to the speaker’s words, observing their body language, and minimizing distractions.
 - Showing Understanding: This means demonstrating that you understand the speaker’s perspective by reflecting on what they are saying, asking clarifying questions, and acknowledging their feelings.
 - Providing Feedback: This means responding to the speaker’s message with accuracy and providing constructive feedback. It involves summarizing what the speaker said, expressing empathy for their feelings, and providing respectful and constructive feedback.
- Why is active listening important? (on big post-it for reference)
 - Improved Communication: Active listening helps create a more open and honest dialogue. It allows both parties to feel heard and understood, leading to better communication and fewer misunderstandings.
 - Strengthened Relationships: Active listening helps to build stronger relationships by fostering mutual trust, respect, and understanding.
 - Increased Productivity: Active listening can lead to greater efficiency and productivity by

reducing the need for clarification, repetition, and follow-up communication.

- Conflict Resolution: Active listening is an effective tool for resolving conflict because it helps to identify and address underlying issues, reducing the potential for misunderstandings and miscommunications.
- Personal Growth: Active listening has been proven to be an effective catalyst for personal development. It promotes personal growth and self-awareness by encouraging individuals to reflect on their communication styles and biases.

7. Team Communication Agreement - this activity was put on hold as there are other process that need to be in place first.

8. Next steps - Commissioners will reflect on today's workshop and determine next steps which could include:

- Building a process for communication, decisions, and disagreement as a framework to use for each public meeting
- Determining values for the group as a foundational piece that illustrates how we work together

9. Closing & Gratitude -

- Goal: To reflect on the day and strengthen team commitment to the processes determined today which then strengthen the team's core purpose to center islanders within this work.

10. Adjournment - Following a motion by Commissioner Day, and second by Commissioner Noble, the meeting was adjourned at by unanimous approval (5-0).

Next Meeting: March 6, 2024 Regular Meeting

Meeting Minutes are posted on the VHCD website after Board approval.
