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# **Having Meaningful Conversations**



**10am-12pm**

**17th September 2021**



# Workshop Breakdown

- Introductions: Breakout Room/Jamboard Activity
- Voices That Matter/Contributors to the Conversation
- Our Voice Matters Findings: Conversation Flow and Residents Top Tips
- Jargon Busting: Breakout Room/Jamboard Activity
- Accessible Communication Research and Video
- The Conversation Journey
- Supporting People Before, During and After a Conversation: Breakout Room/Jamboard Activity
- Citizens Priorities Toolkit
- 1 Positive Change: Breakout Room/Jamboard Activity
- Summary and Close

# Breakout Room/Jamboard Activity 1: Introductions

- 15 minutes
- Get to know the people in your breakout room
- Discuss the statements on the Introductions Slide (Slide 2) on the Jamboard – is there any that jump out at you, what do they mean to you, what do they mean in the context of your work, how do they relate to our topic of having meaningful conversations?

# Who are the voices that matters?

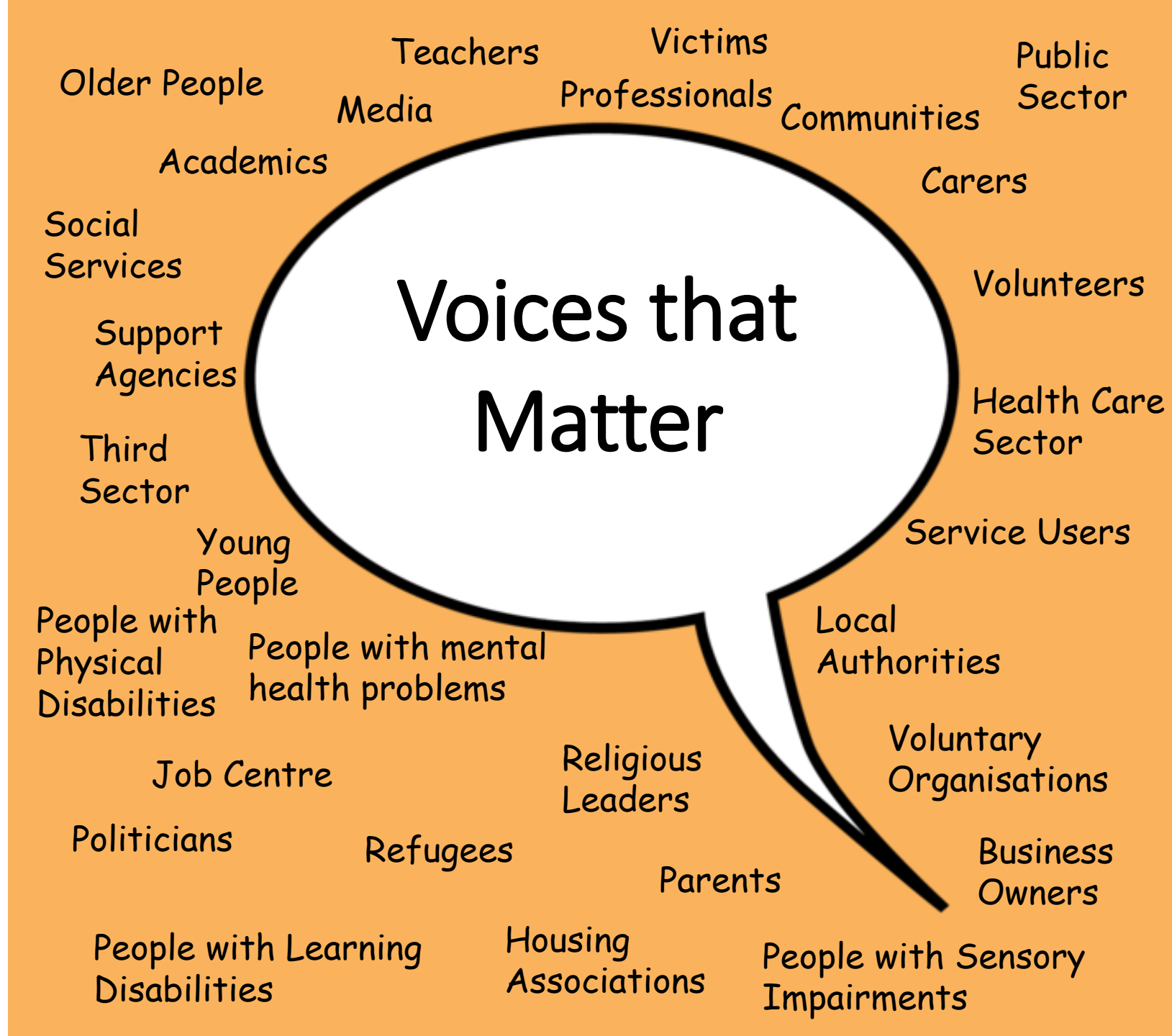
At the heart of Engagement and meaningful conversations are people!

People are different, unique, individual and therefore there cannot be a one size fits all approach to our conversations and engagement activities

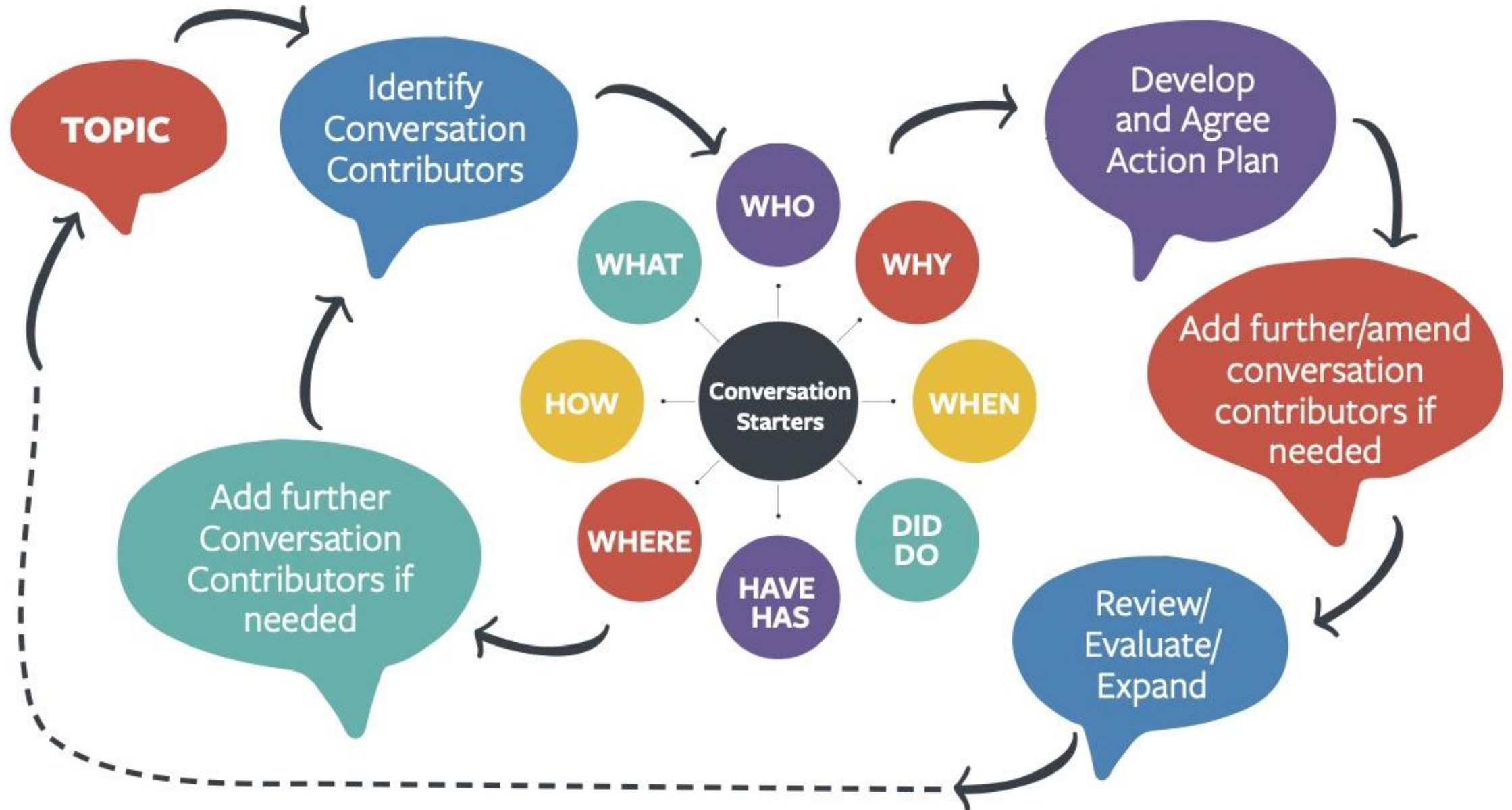
This diversity also means that everyone has a valid, valued and unique contribution to make



# Contributors to the Conversation



# Conversation Flow



**1. No Jargon** – they need to understand what you are saying/talking about to feel they are valued and that they can contribute.

**2. Let them know what's in it for them** – many people with lived experiences have become apathetic to the co-production process because, in their words, they tell people what they think, and nothing ever happens. Therefore, they need some incentive to be involved.

**3. Feedback** – that review element at the end of the conversation flow is crucial for keeping people with lived experiences actively involved. It also helps them to feel valued. Even when the action plans agreed can't be fulfilled, people with lived experiences want to know what has happened with the information they have offered, and to help find solutions to problems that might occur.

**4. Go to where they are at** – don't expect people with lived experiences to come to you, as many encounter a series of barriers that will stop them ever getting there. They need to feel comfortable and secure to help them share openly and honestly with you. Venues need to be accessible, and you need to consider the location of the nearest public transport stop. Think about who you are trying to engage in the conversation and make sure the time is suitable for them.

**5. Keep it Fun** – people with lived experiences have said that they are more likely to engage and share the truth when things are fun and interactive. They like having activities to keep conversation focused but in a way that allows them to tap into their creativity and use some out of the box thinking, to fully express what they want to communicate.



# Breakout Room/Jamboard Activity 2: Jargon Busting

- 10 minutes
- Look at the Jargon words (identified by People with Lived Experiences) on slides 3-7 of the Jamboard
- Reflect on and discuss each word:
  - What do you think about when you see each word
  - What emotions come to mind when you consider each word
  - What images could be used to showcase the meaning of each word
  - What word(s) could we use instead



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"Sometimes I've not got the confidence to speak ... and I think other people don't have the confidence to speak to us ... so nothing gets said"

"Needs to be an authentic process so we can see an outcome and feel genuinely part of it"

"I have seen when other's wont let people have a chance to speak and say what they feel - communication breaks down"

"Building trust so that we feel comfortable helps us to have a voice"

"There should be equal respect up and down. Respect and listening should be both ways".

"I feel relieved. When I understand something, I don't get stressed or frustrated."



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# Research highlights (approx. 500 people)

Self-advocacy should always be the first point of call - however not always possible

A one-size-fits-all approach to engagement & communication inevitably excludes some people

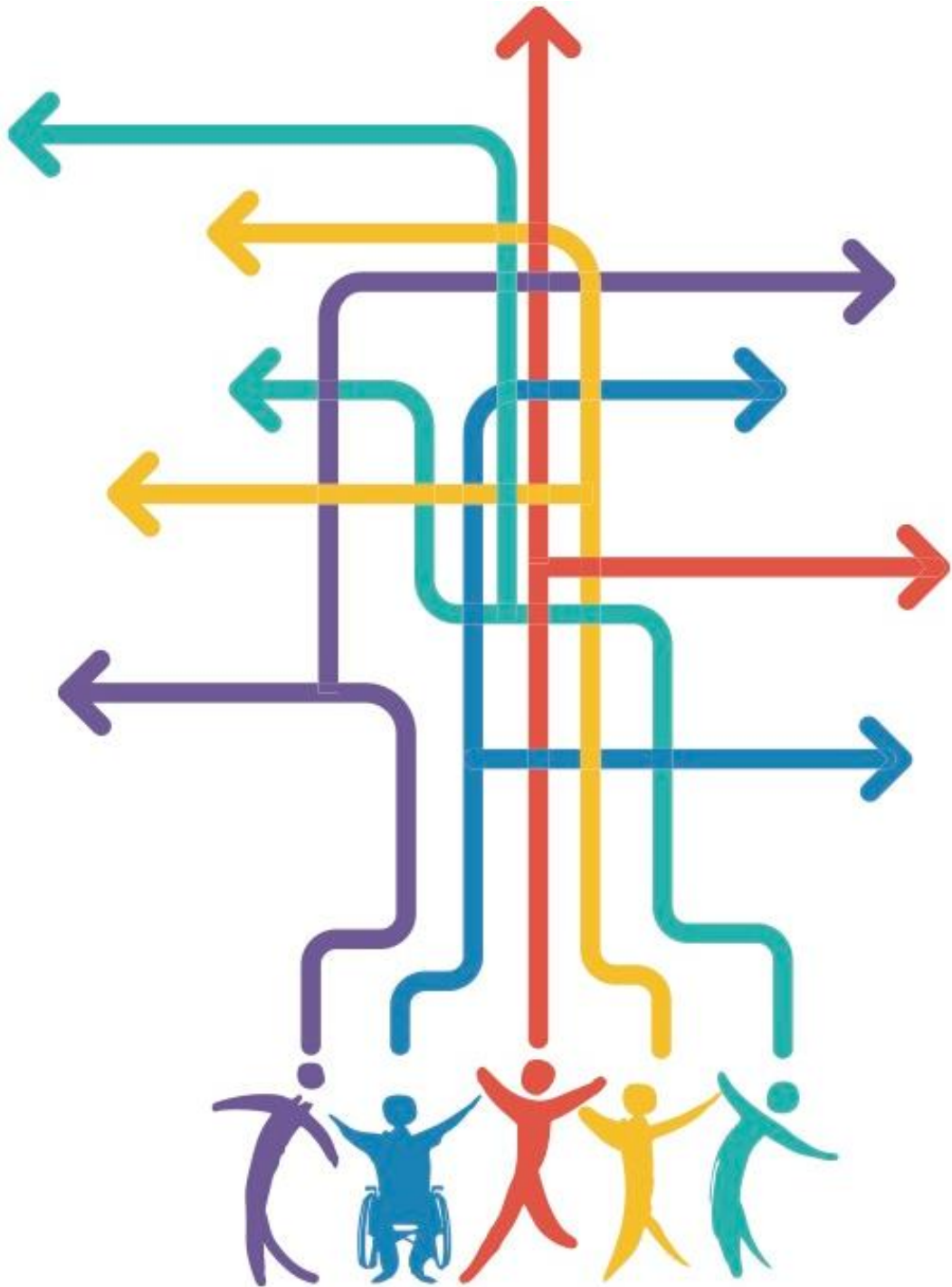
People's views should be sought to have a tangible impact on their lives.

Cast wide nets out in the community to gain a true understanding of who our communities are and what is affecting them.

Know Your Audience: when speaking and including people in your work, adapt your material to how people understand, not necessarily how they communicate

Please use this link to access the Accessible Communication film created by Cwm Taf People First as well as their research findings report:

<http://www.ourvoicematters.org.uk/learning-disabilities/accessible-communication-research/>



## The Conversation Journey

- Not just a one off
- Building Relationships and Developing TRUST
- Inspiring Action
- Feedback
- Revisit and/or Build

**SUPPORT**

# Breakout Room/Jamboard Activity 3: Supporting People

- 15 minutes
- Use Jamboard slides 8-10 to reflect on how we could support people Before, During and After a conversation or engagement activity

# Purpose of the Toolkit

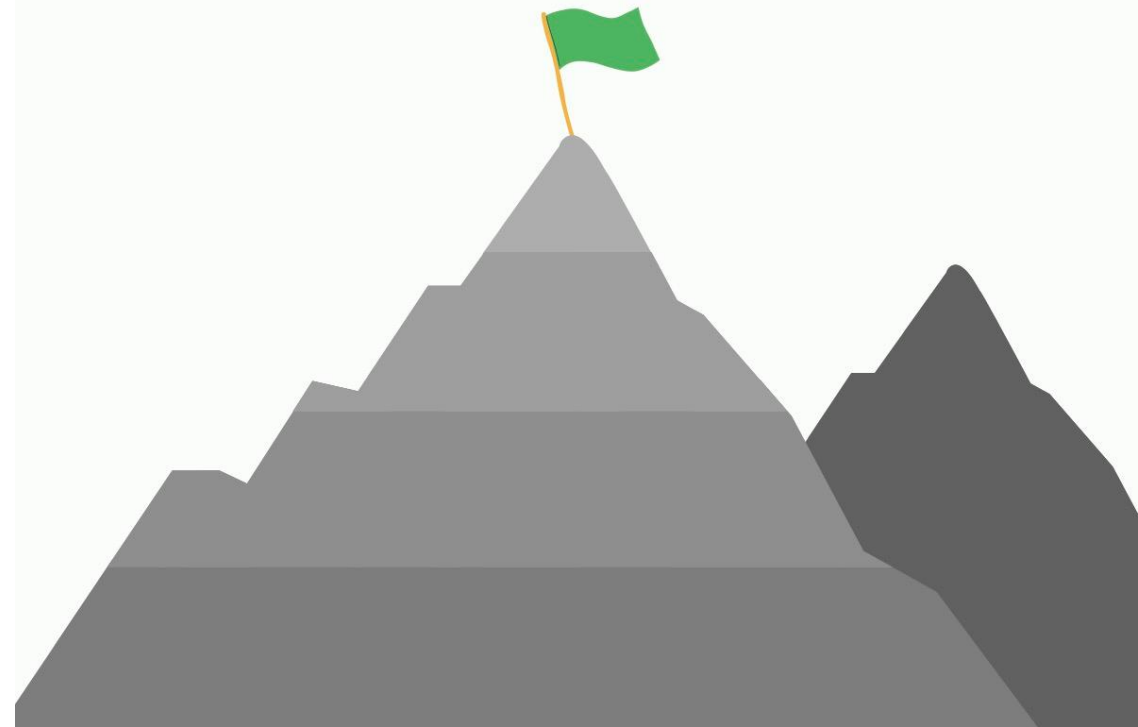
- To provide opportunities for the people living in Cwm Taf Morgannwg to tell decision makers What Matters To Them
- To inform partner organisations what/type of information we are looking for
- To provide ideas of conversation starters through the suggested activities



ASSESSMENT OF LOCAL  
WELL-BEING AND NEED  
**ENGAGEMENT TOOLKIT 1**

## Citizen Priorities 2021

Facilitators Guide



# Breakout Room/Jamboard Activity 4: 1 Positive Change

- 10 minutes
- Claim a Jamboard slide from slide 11 onwards by typing a breakout room team name at the top of the slide
- Make sure you use a slide that is not being used by another team (otherwise things might get confusing!)
- Decide as a team what 1 positive change you would like to see happen
- Work through the template to tell us what, why, how and who to make you change a reality



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