



CLICK, LISTEN & LEARN DISCUSSION GUIDE

Introduction

Group discussion on a topic is a valuable tool for enhancing understanding. It fosters exchange of knowledge among participants, benefiting all involved. Group discussions:

- Enhance comprehension of the subject matter.
- Stimulate the generation of diverse ideas.
- Encourage thought-provoking questions.

A facilitator can use the following questions to lead a group discussion after viewing the Click, Listen & Learn Program.

General Discussion Questions

1. What key takeaways from the program do you find most relevant to your current practice or work?
2. Were there any concepts or ideas presented that challenged your existing knowledge? If so, how?
3. What is one concept or suggestion that you could incorporate into your work (or agency)? Why did you choose that one? What impact do you think it will have?

Program Specific Discussion Questions

1. How does your organization currently measure fleet workload, and what do you see as the strengths and limitations of those measures?
2. What is the difference between a Maintenance Repair Unit (MRU) and a Vehicle Equivalent Unit (VEU), and why is it important to distinguish between them when making staffing decisions?
3. What factors in your fleet might cause two departments with the same number of vehicles to have significantly different staffing needs?
4. What challenges might arise when calculating MRU's and VEU's and how can you ensure the data you're using accurately reflects your departments workload?
5. What other data points should be considered alongside MRU and VEU when developing a staffing recommendation?

Tips for the Facilitator

1. Keep the discussion focused on the Click, Listen & Learn topic.
2. After reviewing key program information, focus on implications to participants' work, or the agency in general.
3. Provide opportunity for all voices to be heard.
4. Acknowledge contributions. For example: "I appreciate you offering a different view." or "Thanks for mentioning that."
5. Keep the group engaged. If no one is responding, suggest an answer and ask for agreement or disagreement.
6. End the discussion on time. Some ways to end a discussion are:
 - Give a two-minute warning or some other transition time to prepare the group to change direction.
 - Summarize the major substance of the discussion
 - Have each participant share one take-away
 - Challenge participants to engage in follow-up conversations.
 - Acknowledge at the beginning of the session that time will be a factor and that some issues may not be discussed.