



# 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. 1. What FEMA Level events have you prepared for?
2. 2. After listening to this presentation can you think of one event that would be unlikely to happen but possible that you should put on your radar?
3. If you have completed any FEMA training, how did it prepare you?
4. What training gaps became most apparent to you during the session, and how might your team address them?
5. Which internal communication or coordination challenges does your fleet team currently face during emergencies? What are practical steps you could take to strengthen those channels?
6. How can you organization embed regular after –action reviews or drills to maintain readiness throughout the year?

## 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.