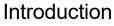
## LESSONS AS FIRST RESPONDERS



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

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- · 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. What is one of the most important things to emphasize when being assigned to the Emergency Operations Center?
- 2. How can communities better integrate external responders into their local emergency plans to ensure seamless coordination during a crisis?
- 3. Do you think your department needs additional training for responding to hurricanes or similar natural disasters?
- 4. In what ways can public works professionals prepare for long-term recovery efforts beyond the immediate aftermath of a hurricane?
- 5. What key lessons from panelists experiences can you apply to improve your community's disaster readiness and response strategies?

## 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.