



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. Which of the four ASCE utility quality levels does your organization rely on most often, and how do you determine the appropriate quality level for the project?
2. Can you share an example where unknown or inaccurately mapped utilities resulted in project delays, change orders, or unexpected costs? What lessons were learned.
3. What barriers prevent broader implementation of Subsurface Utility Engineering (SUE) on your projects (ex: budget, schedule, staffing, stakeholder buy-in), and how might these barriers be addressed.
4. After watching this program what is one practice or process you would consider implementing or improving in your organizations approach to utility investigations?
5. What factors influence the decision to avoid, protect or relocate existing utilities during project design, and how are those decisions communicated among stakeholders?

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.