



# 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. What types of emergencies or incidents in your community would most likely require assistance through a public works mutual aid network? What resources would you need? What resources could your agency provide?
2. How prepared is your agency to request assistance through a mutual aid network during an emergency?
3. What similarities and differences stood out to you among CoWARN, IPMAN, and the Massachusetts Highway Association models?
4. What challenges might prevent your agency from participating in a mutual aid network, either as a requesting agency or a responding agency? Staffing? Equipment availability? Administrative concerns?
5. How can mutual aid agreements strengthen relationships between local agencies, neighboring jurisdictions, and state emergency management partners before a disaster occurs.

## 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.