



# 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 AI application do you believe has the biggest potential to improve solid waste?
2. How can cities and haulers work together to make the best use of AI in waste collection?
3. Do you think pilots are the best way to start using AI?
4. What challenges or concerns do you foresee when integrating AI technologies?
5. How can agencies or organizations ensure that AI driven decision-making remains transparent, ethical, and supportive of community sustainability goals?
6. If you were to deploy an AI solution in your organization tomorrow, what data partnerships, or preparation would you need to ensure a successful rollout?

## 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.

