

# VOICE: Valued Opinions and Insights in Care Evaluation

## Meeting Protocol



### **Arrival and Punctuality:**

Be on time: We value your presence, so please arrive promptly.  
Start with empathy: Begin by acknowledging each other's experiences.



### **Preparation:**

Review materials: Familiarise yourself with any relevant documents or topics.  
Open minds: Approach discussions with an open heart and mind.



### **Respectful Communication:**

Listen actively: Give everyone a chance to share their thoughts.  
Speak kindly: Use respectful language and tone.  
Avoid interruptions: Let each person finish before responding.  
Make Space - Take Space



### **Privacy and Confidentiality:**

Sensitive topics: Recognise that our discussions involve personal experiences.  
Confidentiality: Keep what's shared within the group.



### **Technology Etiquette:**

Silence devices: Set phones to silent mode during meetings.  
Focus: Minimise distractions from screens..

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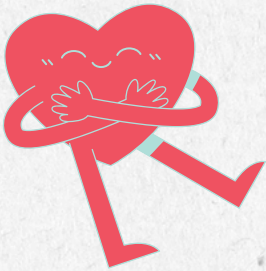
### **Conflict Resolution:**

Disagreements happen: It's natural; let's address them constructively.  
Seek common ground: Find solutions together.



### **Appreciation:**

Celebrate contributions: Acknowledge each other's insights.  
Thank you: Show gratitude for everyone's time and effort.



### **Do No Harm:**

Ethical conduct: Inspired by the work of Mrs. Till from the civil rights movement, we commit to a "do no harm" approach. This means we must be mindful of the impact our words and actions can have on others. Our goal is to create a supportive and safe environment for everyone involved.

We await you with open arms!

