

**How would  
you deal  
with these  
situations?**





# How would you deal with these situations?

In this section we look at a few scenarios and how you might respond to them.

**We recommend you look at this together with a staff member. It's a good chance to reflect and think about what might work for you and your local Mind.**



## Example 1: Involving everyone

You've asked everyone for their favourite book, film or music as a warm-up task. Everyone has spoken except for 2 people. How could you get them more involved without putting pressure on?

### Possible solutions for now

- Ask the 2 people if they want to share, but let them know it's OK not to.
- Let people know they can use the chat to answer if you're online and they'd rather not speak.

### Possible solutions for next time

- Let people know what questions they will be asked beforehand. This gives people time to think about their answers.

## Example 2: The meeting is lacking energy

The meeting you're running has been going for 20 minutes. There are 2 hours to go but people are looking a bit tired. It's half an hour until the next scheduled break. How can you increase everyone's energy?

### Possible solutions for now

- Ask if people want to take a break now.
- Ask if there's an agenda item they want to move on to and get done before the break.

### Possible solutions for next time

• Do a quick exercise to boost people's energy. You could ask everyone to do a stretch (standing or seated). You could all take a few breaths together. Or you could do another warm-up exercise.

## Example 3: Staying on task

You're leading a discussion about helping more people get involved with Mind's work. It's a subject you're very passionate about. But you've spoken about it for 10 minutes, so there are only 2 minutes left for everyone else to speak.

### Possible solutions for now

- If this is an important item, you could review the meeting agenda. Is there another item you can move to the next meeting so you can have this conversation for longer?
- You could move this discussion to the next meeting agenda, and ask people to send their thoughts before that meeting.

### Possible solutions for next time

- When planning the next agenda, add time to introduce each item.
- Consider the agenda order. You could put subjects you are passionate about at the end. This will make it less likely you run over.
- Practise your introductions beforehand and time yourself.
- Work out the main points you want to say in advance. Write these down and stick to them.
- Ask your co-chair or a timekeeper to let you know if you run over.
- Use a clock that shows how much time you have left. This can be very handy if you struggle with timekeeping.
- Ask another person to lead agenda sections you are very passionate about.

## Example 4: Staying on topic

You're having a discussion about a peer support service in your local Mind. But someone has been talking for 5 minutes about their long wait for mental health treatment. You need to move on. What do you do?

### Possible solutions

- Thank the person for their input.
- Bring everyone back to the topic you're discussing.
- Ask if anyone has anything to share on that topic.
- Suggest adding waiting lists to a future agenda (if this is relevant to your meetings).
- If appropriate, suggest coming back to waiting times during any other business.
- Remind everyone that you have a lot to get through and time is tight.
- Online, rather than interrupting, you could put a time warning on the chat.

## Example 5: If someone is unwell

Someone in the meeting is acting differently to normal. But they have said previously that the meetings help their wellbeing. How can your support them?

### Possible solutions

- If you have any concerns, start by speaking to the staff member. They are there to support the meetings. They can speak to the person separately to ask if they need any help.
- You can let them know they're free to contribute or not contribute. And you can let them know they can step out of the meeting at any time.
- Try not to make assumptions about someone who is unwell. This can be very unhelpful and even discriminatory. Remember being at the meeting could be part of their recovery or support their wellbeing.



### Example 6: If someone doesn't follow the group agreement

You're halfway through a meeting and one person keeps interrupting and raising their voice. What should you do?

## Possible solutions for now

- Emphasise that everyone needs to have a chance to speak and should respect each other. It might help to refer to the group agreement.
- Thank the person for their contribution and ask others for their thoughts.
- If those steps don't work and you don't feel comfortable, ask a Mind staff member for support. They are there to deal with discriminatory or abusive behaviour.

## Possible solutions for next time

- Relook at the group agreement together. You could think about what you want to happen if someone is struggling to follow the agreement. You could then add this to the agreement, so everyone is aware of the boundaries.
- Talk to a staff member to reflect on anything you might do differently next time. Is there anything that might help avoid a similar situation?

## Helpful phrases

**Thank you for those points. I'm aware of time and just wanted to check if anyone else would like to speak on this topic.**

## Can you think of more?

## Write down your ideas

- Other challenges that could come up
- My response

[illegible]

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