

**DRAFT**

# OMA Meeting Guide to Engagement

**Rules to optimize meeting processes and member  
engagement**

Governance, 2022



# Guide to Engagement

A guide to engagement is a set of powerful tools for improving and maintaining meeting processes. A consistent set of behaviours will set any group up for success in having a productive and efficient meeting.

## Preparation and Privacy

- Complete pre-reading and background work to understand agenda items and your role at the meeting (e.g. delegate, observer, etc)
- Connect with staff ahead of time if you are unsure of how to join the meeting
- Test all technology in advance
- Arrive (or log-in) on time
- Use a headset (if possible) for virtual meetings – a quality microphone is crucial for discussion
- Join virtual meetings from a distraction free space (e.g not driving, eating, or with patients)
- Do not record any portion of meetings, including the meeting chat or breakout rooms
- Any presentations that are permitted for recording, will be recorded by OMA staff for future distribution
- Staff will inform you if the meeting is being recorded
- Do not post discussions or materials on social media (e.g., Twitter, Facebook, Instagram, TikTok, etc)
- If you are using a webcam, consider using a nondescript backdrop, or a virtual background
- If you are sharing your screen, avoid sharing confidential information on other screens. Before screen sharing, close all applications, emails and documents that you do not want visible

## Creating a Safe Space for all

- Assume positive intent
- Hold yourself and others accountable
- Listen respectfully to each other without interruptions
- All discussions are confidential
- Embrace the power of listening with an open mind
- Make space for others to be heard
- Recognize that you must strive to acknowledge historical and divisive biases (such as racism and sexism)

## Conversational Guidelines

- It is a dialogue – not a debate
- Be open, transparent and willing to admit mistakes
- Commit to having conversations that matter by speaking up
- Make room to hear from those that are quiet

- Limit side conversations (In virtual meetings, the Chair may determine that the chat may be disabled)

### Conflict Resolution

- Conflict is natural
- Acknowledge emotion
- Determine appropriate channel to resolve conflict
- Agree on disagreements
- Treat people with dignity and respect “Hard on the issues and soft on the people”
- Define the issue(s)
- Focus on meeting goals, and not the conflicts
- Listen for what is behind the words. Instead of hearing “attack” try to hear “information” or “perspective”
- Resist the urge the attack or debating your viewpoint stronger, change the conversation by changing your perspectives (from the inside)
- Differentiate between acknowledgement and agreement
- Engage in an honest, non-confrontational dialogue
- Any conflicts that cannot be resolved should be escalated to the meeting Chair
- Sometimes these conversations need to be taken outside the meeting

### OMA’s Commitment to Members

- The OMA is committed to physician education and leadership development
- When possible, the OMA will be transparent with remuneration, meeting minutes, and other meeting reports