

- **Case 5** (Critical Pathways)
1.5hrs

- Stage 1*

- What are your impressions of Margaret?
Margaret seems very organized and it appears that she cares about the rest of the staff and wants everyone to be on the same page.
 - Would you like to attend a meeting where she was in charge? Why or why not?
I would like to be in a meeting with Margaret because I think she would provide proper information and break it down into smaller steps that are easier to understand. Margaret is also very concerned about receiving feedback from staff that is at the bedside.

- Stage 2*

- What do you think the gentleman's body language is telling the group?
That he is annoyed and disinterested with what the speaker is saying.
 - Would you address the attitude at this point?
I don't think it would be appropriate to address the attitude yet, the man has been respectful in his speech and has not done anything out of the line that needs confrontation yet.

- Stage 3*

- At this point it feels like the meeting is getting away from Margaret. What could she say to get the group back on track?
Margaret could have snacks or provide some rewards for adhering to the new plan.

- Stage 4*

- What are some of the ways Margaret might improve the meeting for next time?
Margaret could present her topic first in its entirety without being interrupted. She could leave the room for discussion for the very last part of the meeting. She should also guide the discussion a little better.
 - Are there tools and strategies that you've encountered to make meetings more productive?
Possibly having smaller meetings or having the participants filled out a survey about a new change plan.