
Staff Discussion Guide

Male Services

Use this discussion guide to learn from your staff how you can improve services to males in your clinic. If your staff is too large to involve everyone, choose representatives from all areas of the clinic.

This discussion guide is best used by an experienced facilitator from outside the agency. Places to find such a person could include a local university, a family planning training center, local or state health department, or a volunteer agency in your community.

The reason for this is to help staff feel more comfortable sharing their thoughts, concerns and ideas that they might hesitate to share with a staff person. If it isn't possible to find someone outside the agency, it will be very important for the staff person leading this to assure the group of confidentiality.

Leading the Discussion Group

Facilitation: The moderator who conducts a group meeting must encourage interaction and solicit honest responses, while also keeping the group on task. Effective moderators use group facilitation and communication skills, especially in establishing rapport, and asking open-ended and follow-up questions. The moderator should:

- Use open-ended questions; avoid yes/no questions.
- Use probing follow-up questions: "What influenced your answer?" or "Please say more about that."
- Encourage alternative points of view: "Does anyone feel differently?" or "What are some other points of view?"

Note-taking: In addition to a moderator or facilitator, you'll need someone else to take notes. A note taker must be very skilled in capturing what participants actually say, as well as summarizing when appropriate.

Resources: Conducting the discussion group doesn't have to be expensive, complicated or time-consuming. The greatest resource you'll invest will be staff time to plan for, conduct and follow up on what you learn from the group. Additional resources include paper and pens for the note taker(s), (or a laptop computer if you have one), possibly a tape recorder and tapes, a comfortable private space, preferably in a neutral location, and some simple incentives, such as food and soft drinks.

Staff Input: Male Services in Title X Clinics

Introduction

(Moderator: you may want to read the sentences in quotations as they are written)

- Introduction of moderator and note taker
- Welcome and thank the staff
- Objective of the meeting: *“Since our clinic will be offering/improving reproductive health services to men, we are interested in hearing your suggestions and recommendations on how to effectively conduct outreach and in-reach to promote male services.”*
- Confidentiality: *“Everything we talk about today is confidential and will not be discussed outside of this meeting. No one’s name will appear in any written summaries we will prepare from the information you provide. We will be talking for approximately one hour. If there is any part of the discussion you do not wish to participate in, you do not have to. If there is anything you say that you would prefer not be used in written summaries, please let me know and I will make sure to exclude that information.”*
- Optional: Tape recorder: *“The opinion of each one of you is very important to us. We will be taking notes; however, it will not be possible to take notes of everything that is said. Therefore, we have brought a tape recorder so that we won’t miss any part of the conversation. Is it alright with you if we use the tape recorder?”*

If they say “yes,” turn on tape recorder and re-state *“you have given us permission to record this conversation, right?”*

Ask probing questions about:

Vision

Probe:

- How well male reproductive health/family planning services fit into this agency’s vision and mission.

Environment

Probe:

- The physical environment, clinic hours and staff.
- Experience serving males in the clinic.
- Future hopes and concerns.

Outreach

[Define outreach with the group: Outreach means going out into the community working with community members, and working with other community organizations, to promote your services for males.]

Probe:

- Current outreach – successes and challenges.
- Who – target population and how is that defined.
- Promotional message and media outlets.
- Partners and collaborators.
- Future hopes and concerns.

In-reach

[Define in-reach with the group: In-reach is when your clients, staff, board members and other programs tell their male friends, family, clients and partners about the clinic and service.]

Probe:

- Current successes and challenges.
- Who – which staff should/could do in-reach.
- Future hopes and concerns.

Training

Probe:

- Staff skills and readiness to change environment and conduct outreach and in-reach.
- Training required to successfully change the environment and conduct outreach and in-reach.

Thank the group for their participation and ideas

STAFF DISCUSSION RESULTS

INSTRUCTIONS

The external facilitator and note-taker should complete one results page for each staff discussion.

Clinic site: _____ Date Completed: __ / __ / __

Number and type of staff: _____

FINDINGS

List below the most significant findings (Ah-ha moments) from this group discussion. Include both positive and critical comments without identifying any speakers.

IDEAS

List below the ideas that you and staff offered for improvement.