

Quick Tips for Facilitating Community Conversations

Speaking directly with members of our community is a powerful way to share accurate information, answer questions, and create an ongoing relationship of trust and open dialogue. Community conversations may differ across format, length, and other logistics—but the impact you’re able to have will always be great. Below are a few considerations that may help as you prepare for your next community conversation.

- If you are using slides, consider the amount of text on each slide and how difficult or easy it may be for the audience to both view the slide and listen to the presenters. (Hint: When it comes to text, less is more!)
 - Ensure that all websites and other resources you would like to share throughout the presentation are downloaded and ready to be pulled up for viewing.
 - Think about how you will handle challenging audience comments or questions, for example:
 - Questions outside of your area of expertise
 - Questions about equity and access to vaccines nationwide
 - Statements or questions from audience members that may be offensive to other participants
 - Determine what, if any, follow up materials you would like to distribute to participants after the session.
 - Determine who participants can contact after the session if they have follow up questions or concerns.
- If you are hosting a virtual conversation, you may want to consider the following questions:***
- Do you want a “time keeper”? Someone who can help keep the conversation on track and ensure audience questions are acknowledged.
 - Do you need a dedicated moderator? Someone who is not one of the primary presenters—who can help facilitate the discussion and offer support to the speakers as needed.
 - Which virtual tools will you use to receive audience questions?
 - Who will monitor the chat box?
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If you’d like help preparing, please reach out to The Department of Health Education! The Department provides everything from formal communication training through a health literacy lens, to quick and simple coaching and practice sessions. To learn more, please contact Alyssa Gale, Director of Health Education, at alyssa.gale@mountsinai.org