

# Lunch and Chat

FACILITATOR'S GUIDE



Start	Headline	Time (minutes)	Content	Person responsible	Comments	Tech (online platform interaction option)
<b>Before (optional preparation by organizer of the Lunch and Chat series)</b>						
<b>Future Hearing Journeys report</b>	Reflecting on the Future Hearing Journeys report	Minimum one hour review of report and to answer questions	<p><b>1) Recommended reading before Lunch and Chat series:</b></p> <p><b>Future Hearing Journeys report</b> which includes:</p> <ul style="list-style-type: none"> <li>• Background (about the Ida Institute Future Hearing Journeys project)</li> <li>• Predicting future hearing trends (mapping future trends, scenarios)</li> <li>• Mining the data <ul style="list-style-type: none"> <li>○ 1 survey, 60 interview, 6 focus groups, and 2 workshops</li> <li>○ The perspective of people with hearing loss</li> <li>○ The clinician perspective</li> <li>○ The education perspective</li> <li>○ The industry perspective</li> </ul> </li> <li>• Preparing for the future (getting ready for future realities)</li> </ul> <p><b>2) Possible questions to email to participants</b> before the Lunch and Chat series:</p> <ul style="list-style-type: none"> <li>• Which megatrends did you find most interesting and why?</li> <li>• Which hearing care trends do you think will impact you the most and why?</li> <li>• How did the different future scenarios challenge your thinking? Write 2-3 sentences.</li> </ul>		<p>Purpose: To harvest initial reactions to the report and encourage reflection</p> <p>To ensure everyone is on the same page</p> <p>To provide context and set expectations</p>	<p><b>Send email</b> to participants with:</p> <ul style="list-style-type: none"> <li>• Link to Future Hearing Journeys project information</li> </ul> <p>Future Hearing Journeys project information: <a href="http://www.idainstitute.com/ida_community/future_hearing_journeys">http://www.idainstitute.com/ida_community/future_hearing_journeys</a></p> <ul style="list-style-type: none"> <li>• Link to Future Hearing Journeys report</li> </ul> <p>Future Hearing Journeys report: <a href="https://idainstitute.com/fileadmin/user_upload/Future_Hearing_Journeys/Report_V1/">https://idainstitute.com/fileadmin/user_upload/Future_Hearing_Journeys/Report_V1/</a></p> <ul style="list-style-type: none"> <li>• PDF of the scenarios matrix and four scenarios with narratives (link on website 'Explore the future of hearing care' under 'additional resources')</li> </ul>

			<b>3) Print/email PDF of the scenario matrix and four scenarios with narratives</b>			
<b>During (tech option)</b>						
<b>-00:15</b>	Pre	15	<ul style="list-style-type: none"> <li>Meeting opens 15 mins in advance for people to arrive and connect their camera and sound OR to set up the room for the number of participants attending and any relevant handouts</li> </ul>		<p>Facilitator:</p> <ul style="list-style-type: none"> <li>Open Lunch and Chat series PPT</li> <li>Set up room</li> </ul> <p>Optional: for those attending the series in-person, print out and prepare PDF of scenarios matrix, scenario narratives and illustrations for their reference throughout the series (link on website 'Explore the future of hearing care' under 'additional resources')</p>	<p>Tech facilitator:</p> <ul style="list-style-type: none"> <li>Open online meeting</li> <li>Admit all participants</li> <li>Give host/s co-host rights</li> <li>Facilitator to share screen with PPT</li> <li>Optional recording function with necessary permission required from participants</li> <li>Ensure <b>captioning</b> is available to participants</li> </ul>

Lunch and Chat series commences: Part 1 (30 minutes total)						
00:00	Welcome	5	<ul style="list-style-type: none"> <li>Welcome and agenda</li> <li>Background: about Ida Institute, PCC and the Future Hearing Journeys project</li> <li>Brief reminder about the group agreement</li> </ul>		Show of hands for group agreement	Online poll/chat function for group agreement
00:05	Framing the problem	2	<ul style="list-style-type: none"> <li>Insights from people with hearing loss, academia, and professionals about the challenges facing the audiology sector in the future</li> </ul>		Share video	Play video/check audio.
00:07	Collecting data	1.30	<ul style="list-style-type: none"> <li>A survey infographic and overview of data collected in the Future Hearing Journeys project</li> </ul>		Please refer to the Future Hearing Journeys report for more information about the data for your stakeholder group of interest.	
00:08	Choose the insights from your stakeholder group of interest	2	Facilitator chooses the PPT slides which reflects the interests of the group. Information includes top three wishes and worries, highlighted quotes, and information from the survey from your stakeholder group of choice. All insights provided to facilitate discussion.		Facilitator to choose one stakeholder group of interest to use for reflection activity (people with lived experience of hearing conditions, hearing care professionals, academia, industry).	Choose relevant slides for your stakeholder group of interest.
00:10	Reflection: Any surprises?	15	<p>Round of discussion:</p> <ul style="list-style-type: none"> <li>What surprises you about the insights?</li> <li>Extra question if time allows: What could these insights mean in your local context?</li> <li>Summary by facilitator</li> </ul>		<p>Facilitator will ask the questions and take notes if the group wants to capture their discussion.</p> <p>Facilitator prompts: Do the wishes resonate with you? Why/why not? Do</p>	<ul style="list-style-type: none"> <li>If you have a larger group, you can break participants into smaller groups. This can also be done in online meetings</li> </ul>

					the worries resonate with you? Why/why not?	<p>such as Zoom and Teams</p> <ul style="list-style-type: none"> <li>• Set timer</li> <li>• Asking each group to vote for their top wish/worry is one possible interactive activity which can also be done online</li> <li>• Software such as MURAL or MIRO can be used to capture the group's comments online</li> </ul>
<b>00:25</b>	Scenario planning: Copenhagen Institute for Futures Studies	2	Tamira Snell talks about the benefits of scenario planning when looking towards the future.		The following section provides brief context for discussions about future scenarios for those who haven't read the report.	Play video/check audio.
<b>00:27</b>	Scenario matrix	1.30	Understanding how the scenario matrix led to the four scenarios			
<b>00:29 - finish</b>		1	Using the scenario animations to facilitate and provoke discussion and next steps			Close platform.
<b>Lunch and Chat series commences: Part 2 (30 minutes total)</b>						
<b>00:00</b>	Welcome and introduction to In Tech We Trust	2	<ul style="list-style-type: none"> <li>• Welcome and agenda</li> <li>• Scenario animation: In Tech We Trust</li> </ul>		Introduction to scenario animation	Play video/check audio.
<b>00:02</b>	Reactions from people with lived	3	Collection of reactions to the scenario in the forms of quotes from people with lived			


	experience and peers		experience of hearing conditions, and voices in hearing care			
<b>00:05</b>	Discussion about scenario  Small group breakout virtual rooms/meeting rooms option	20	Round of discussion: <ul style="list-style-type: none"> <li>• What would be <b>helpful</b> to you in this scenario? (10 mins)</li> <li>• What would be a <b>worry to you</b> in this scenario? (10 mins)</li> </ul> <p>Take comments in plenary discussion.</p>		Facilitator will ask the questions and take notes if the group wants to capture their discussion.  Facilitator sets timer.	<ul style="list-style-type: none"> <li>• If you have a larger group, you can break participants into smaller groups. This can also be done in online meetings such as Zoom and Teams</li> <li>• Set timer</li> <li>• Asking each group to vote for their top wish/worry is one possible interactive activity which can also be done online</li> <li>• Software such as MURAL or MIRO can be used to capture the group's comments online</li> </ul>
<b>00:25</b>	Wrap-up and goodbye	5	<b>Poll:</b> Positive or negative Will people be able to receive the hearing care they want and need in this scenario? <i>Why/why not?</i>  Summary by facilitator of discussion highlighting what the group identified as being helpful and worrisome in the scenario		Show of hands for the poll in-person	<ul style="list-style-type: none"> <li>• Set up poll</li> <li>• Use chat function</li> </ul> <p>Close platform.</p>

Lunch and Chat series commences: Part 3 (30 minutes total)						
00:00	Welcome and introduction to Smart Health Society	2	<ul style="list-style-type: none"> <li>Welcome and agenda</li> <li>Scenario animation: Smart Health Society</li> </ul>		Introduction to scenario animation	Play video/check audio.
00:02	Reactions from people with lived experience and peers	3	Collection of reactions to the scenario in the forms of quotes from people with lived experience of hearing conditions, and voices in hearing care			
00:05	<p>Discussion about scenario</p> <p>Small group breakout virtual rooms/meeting rooms option</p>	20	<p>Round of discussion:</p> <ul style="list-style-type: none"> <li>What would be <b>helpful</b> in this scenario? (10 mins)</li> <li>What would be a <b>worry</b> in this scenario? (10 mins)</li> </ul> <p>Take comments in plenary discussion.</p>		<p>Facilitator will ask the questions and take notes if the group wants to capture their discussion.</p> <p>Facilitator sets timer.</p>	<ul style="list-style-type: none"> <li>If you have a larger group, you can break participants into smaller groups. This can also be done in online meetings such as Zoom and Teams</li> <li>Set timer</li> <li>Asking each group to vote for their top wish/worry is one possible interactive activity which can also be done online</li> <li>Software such as MURAL or MIRO can be used to capture the group's comments online</li> </ul>
00:25	Wrap-up and goodbye	5	<p><b>Poll:</b> Positive or negative</p> <p>Will people be able to receive the hearing care they want and need in this scenario?</p>		Show of hands for the poll in-person	<ul style="list-style-type: none"> <li>Set up poll</li> <li>Use chat function</li> </ul>

			Summary by facilitator of discussion highlighting what the group identified as being helpful and worrisome in the scenario			Close platform.
<b>Lunch and Chat series commences: Part 4 (30 minutes total)</b>						
<b>00:00</b>	Welcome and introduction to Our Wish is Your Command	2	<ul style="list-style-type: none"> <li>Welcome and agenda</li> <li>Scenario animation: Our Wish is Your Command</li> </ul>		Introduction to scenario animation	Play video/check audio.
<b>00:02</b>	Reactions from people with lived experience and peers	3	Collection of reactions to the scenario in the forms of quotes from people with lived experience of hearing conditions, and voices in hearing care			
<b>00:05</b>	<p>Discussion about scenario</p> <p>Small group breakout virtual rooms/meeting rooms option</p>	20	<p>Round of discussion:</p> <ul style="list-style-type: none"> <li>What would be <b>helpful</b> in this scenario? (10 mins)</li> <li>What would be a <b>worry</b> in this scenario? (10 mins)</li> </ul> <p>Take comments in plenary discussion.</p>		<p>Facilitator will ask the questions and take notes if the group wants to capture their discussion.</p> <p>Facilitator sets timer.</p>	<ul style="list-style-type: none"> <li>If you have a larger group, you can break participants into smaller groups. This can also be done in online meetings such as Zoom and Teams</li> <li>Set timer</li> <li>Asking each group to vote for their top wish/worry is one possible interactive activity which can also be done online</li> <li>Software such as MURAL or MIRO can be used to capture the group's comments online</li> </ul>



00:25	Wrap-up and goodbye	5	<p><b>Poll:</b> Positive or negative Will people be able to receive the hearing care they want and need in this scenario?</p> <p>Summary by facilitator of discussion highlighting what the group identified as being helpful and worrisome in the scenario</p>		Show of hands for the poll in-person	<ul style="list-style-type: none"> <li>• Set up poll</li> <li>• Use chat function</li> </ul> <p>Close platform.</p>
<b>Lunch and Chat series commences: Part 5</b>						
00:00	Welcome and introduction to Happy Days	2	<ul style="list-style-type: none"> <li>• Welcome and agenda</li> <li>• Scenario animation: Happy Days</li> </ul>		Introduction to scenario animation	Play video/check audio.
00:02	Reactions from people with lived experience and peers	3	Collection of reactions to the scenario in the forms of quotes from people with lived experience of hearing conditions, and voices in hearing care			
00:05	<p>Discussion about scenario</p> <p>Small group breakout virtual rooms/meeting rooms option</p>	20	<p>Round of discussion:</p> <ul style="list-style-type: none"> <li>• What would be <b>helpful</b> in this scenario? (10 mins)</li> <li>• What would be a <b>worry</b> in this scenario? (10 mins)</li> </ul> <p>Take comments in plenary discussion.</p>		<p>Facilitator will ask the questions and take notes if the group wants to capture their discussion.</p> <p>Facilitator sets timer.</p>	<ul style="list-style-type: none"> <li>• If you have a larger group, you can break participants into smaller groups. This can also be done in online meetings such as Zoom and Teams</li> <li>• Set timer</li> <li>• Asking each group to vote for their top wish/worry is one possible interactive activity which can also be done online</li> </ul>

						<ul style="list-style-type: none"> <li>• Software such as MURAL or MIRO can be used to capture the group's comments online</li> </ul>
00:25	Wrap-up and goodbye	5	<p><b>Poll:</b> Positive or negative Will people be able to receive the hearing care they want and need in this scenario?</p> <p>Summary by facilitator of discussion highlighting what the group identified as being helpful and worrisome in the scenario</p>		Show of hands for the poll in-person	<ul style="list-style-type: none"> <li>• Set up poll</li> <li>• Use chat function</li> </ul> <p>Close platform.</p>
<b>After Lunch and Chat series</b>						
Online form	(Optional) Evaluation	5	<p>SurveyMonkey form to evaluate the Lunch and Chat series (<b>please contact Ida Institute: <a href="mailto:contact@idainstitute.dk">contact@idainstitute.dk</a></b>)</p> <p>Contact us on social media and let us know your thoughts on Twitter (@IdaInstitute). We would love to know what you think about the future of hearing care and the Lunch and Chat series!</p>			 <p><b>Evaluation</b></p>