

Buncombe County Community Health Listening Session Description

Buncombe County Community Health is collaborating with various organizations and individuals to host listening sessions and record StoryCorp conversations with community members to learn more their experiences and ideas about how to improve the health Buncombe County.

We are looking for community members through OLLI to participate in a listening session from now through early September.

Participants in these sessions or story recordings may be asked about their opinions and ideas about what helps or hurts the health of Buncombe County. They may also be asked about experiences with specific health issues or topics, or accessing certain types of health services.

If you have questions or would like to support these sessions, please contact Zo Mpofu at 828-450-9322 OR email: zo.mpofu@buncombecounty.org

Listening Session & StoryCorps Roles: Moderator & Assistant Moderator/Notetaker

Moderator and Assistant Moderator will:

- Welcome participants to the listening session or StoryCorps Recording Session: insure completion of registration/ sign-in, informed consent document signatures, and review of session ground rules.
- Guide session participants through predetermined questions on community health in Buncombe County.
- Listen, probe and dig deeper to responses while maintaining a 'neutral tone/physicality to responses
- Keep the group focused on key questions for a lively and productive discussion

1. Community Health Assessment Listening Session and StoryCorps Moderator:

- Probes for clarity
- Listens
- Learns
- Allows for pauses
- Keep discussion focused on key questions
- Includes everyone in the conversation
- Keeps track of time
- Notes key points and "Parking Lot" items on flipchart paper

Characteristics:

- Respects the participants and shows it
- Understands the purpose of the focus group and the topic to be discussed
- Communicates clearly and only as much as necessary
- Sticks to the script
- Uses probe questions

- Engages every participant
- Is open and not defensive
- Is aware of nonverbal communication

MODERATORS DO NOT...

- Provide information
- Give advice
- Show agreement or disagreement (including nonverbal communication)
- Share personal experiences
- Influence participant responses
- Judge

2. *Community Health Assessment Assistant Moderator/Notetaker*

- Assist with logistics
- Materials preparation
- Set up on location (help arrange room, chairs, tables, flip chart)
- Responsible for refreshments (as provided by Buncombe County Health)
- Handle paperwork, including informed consent forms
- Monitor entrance and time, handle interruptions
- Help moderator keep track of time
- Be a host/hostess
- Be a doorkeeper
- Help latecomers check in, complete consent forms, and find a place
- Record discussion
- Flip chart writing if necessary
- Operate audio recorder/microphone
- Take detailed notes and observations
- Observe discussion & make interpretations/links
- Track “burning questions” and information
- gaps to share with moderator
- Ask follow-up questions as necessary
- Be prepared to read back notes and share a brief summary of key points at end of session
- Be prepared to discuss body language and reactions of participants
- Debrief with moderator

Characteristics

- Respects the participants and shows it
- Understands the purpose of the focus group and the topic to be discussed
- Communicates clearly and only as much as necessary
- Sticks to the script
- Uses probe questions
- Engages every participant
- Is open and not defensive
- Is aware of nonverbal communication

ASSISTANT MODERATORS/NOTETAKERS DO NOT...

- Provide information
- Give advice
- Show agreement or disagreement (including nonverbal communication)
- Share personal experiences
- Influence participant responses
- Judge