

Overview of Group Education and PCE

STEPS	PRINCIPLES
<p>Preparation and Starting the Conversation</p> <ul style="list-style-type: none"> • Review class outline and notes • Prepare the room, seats, and media or props • Warm Welcome: (name, position, how long the session will last, purpose) • Start with Strengths (ask how participants relate to the topic, successes they've had) <p>Have a Conversation</p> <ul style="list-style-type: none"> • Share information • Ask participants to practice using what they learn • Invite participants to personalize the learning <p>Completion</p> <ul style="list-style-type: none"> • Ask about Next Steps • Summarize • Distribute checks • Clean up room 	<p>TECHNIQUES</p> <p>Empathy/Compassion Respect Safety Engagement Voice Strength-based Approach Collaboration Relevance (Immediacy) Cultural Competence</p> <p>Open-ended Questions Listen (silence/pausing)/ Learning Styles Reflection Explore/Offer/Explore Affirmation Summarizing Presentation and Facilitation Skills Pair Share</p>