

COMMUNICATION IS KEY FOR PLANNING COUNCIL MEMBERS

- Encourage open discussion where everyone is heard
- Establish and enforce behavioral ground rules
- Model respectful behavior
- Create a welcoming environment
- Share information widely
- Separate the issue from the individual
- Remind group of its purpose
- Ensure that decisions are based on defined procedures and criteria

DON'TS FOR PLANNING COUNCIL MEMBERS

- Don't become involved in procurement
- Don't violate—or ignore violation of—Council policies
- Don't focus on individual provider issues—think about service categories
- Don't focus on individual PLWHA needs (not even your own)—focus on the needs of all PLWHA
- Don't make or be swayed by impassioned pleas—focus on the data
- Don't take disagreements personally