Dr Chris Bauer

› The value of good facilitation skills as a component of leadership and management.
› The need ideally to create a process that is inclusive of all participants.

› The value of assigning a person to record key aspects of the information and issues gathered.
› That person would also ensure that the preferred health outcome and concerns where shared with all present.

› That the group understood in the management process the difference between focussing on an outcome and concurrently focussing on an inclusive process, such that all participants in a health meeting felt valued and heard.