

TRUST



USC Chan Division  
of Occupational Science  
and Occupational Therapy

*Transforming Research: Understanding Sensory Experiences in ASD, Stakeholders Working Together-TRUST*

These rules of engagement drew on prior meeting formats and communication rules. They were modified and adapted over the course of the project and were used at the beginning of Stakeholder Group and Steering Committee meetings. We have added a section specific to zoom meetings. We recommend that potential users review these rules with their group members and customize as needed for the rules and wishes of the group.

### **Rules of Engagement**

All participants have time to share their stories, experiences, and insights

People are able to talk without being interrupted

Everyone is listening well throughout

Judgements are suspended

Participants create a climate that fosters respect, trust, belonging, and acknowledgement of multiple forms of expertise

Opportunities for learning and co-production of ideas are supported

Diversity in communication styles and different modes in communication are supported

Communications will be adjusted as possible to meet individual stakeholder preferences (e.g., text, phone, email)

There is vigilance and sensitivity about the use of language

Emotion is supported

Multiple perspectives are elicited and valued

When perspectives differ, people are encouraged to understand perspectives of others which may vary from their own

Language matters in many ways and people are encouraged to respect the ways people chose to represent themselves and be mindful of how words are chosen to promote a safe and engaging environment

Crosstalk is minimized

Questions are framed narratively to the extent possible

Confidentiality is provided as appropriate

### **Additional Considerations for Meeting Preparation**

Questions are provided ahead of time so people can reflect

Moderator assigned (Project Team)

Review rules of engagement

Record each session/meeting to refer back to at a later time

Full transcripts of the meetings can be made available

List of projected meeting dates and agendas will be provided as feasible

### **Specific Rules for Zoom Meetings**

All participants are encouraged to keep their cameras on whenever possible when views are activated

We also recognize that terms or phrases that may be familiar to some, may not be understood by all and ask if that happens that participants make a note in the discussion or chat board so that terms can be clarified in real time as needed

We will activate live transcription and encourage use of other accessibility features and encourage you to click on the support desk if you would like additional assistance

Comments added to the chat by participants who use communication supports will be read by the person facilitating the meeting or the person who is assigned

Designate a member to monitor the chat and discussion feature if activated

Ensure all members have had an opportunity to speak

Establish how members will let the facilitator know they have a comment or question (e.g., raise hand function, unmute, put note in chat)

On a final note, we spent quite a lot of time considering how best to use the chat function in zoom. We concluded that it depends on what works best for the meeting members and the purpose of the meeting. We found that there were times when the use of chat features, including private chat, clearly enhanced engagement and other times when the use of the private chat appeared to be problematic.