

Module 16: Facilitator Guide for Zoom session

Facilitator Instructions: Complete the 2 activities below using these instructions and the Module 16 Zoom facilitation slides.

Suggested time: 30 minutes

Activity 1: Role Play (*advance on slide 2*)

Objective: Demonstrate how to effectively navigate difficult workplace situations, such as co-worker absenteeism

1. Remind learners of the case: (*advance to slide 3*)

In this module, we discussed co-worker absenteeism. We presented the scenario in which your colleague is absent from HIV clinic. You decide to call your colleague in order to find out why they are absent and/or confront them about how their absenteeism is affecting patient care.

2. Explain the activity: (*advance to slide 4*)

You will now have the opportunity to take part in a role-play activity of a provider calling an absent colleague to find out why he/she is absent and confront them about how their absenteeism is affecting patient care. You will be moved into breakout rooms in pairs. Please select one person to play the role of the provider making the call and one to play the role of the absent colleague. You will spend 5 minutes in your selected roles and then you will switch roles and practice again

3. Move learners into breakout rooms. (*advance to slide 5*)

4. After 5 minutes, remind learners to switch roles.

Send a message to the breakout rooms.

4. After 5 more minutes, close breakout rooms and return students back to large group.

5. Guide learner reflection on the activity (*advance to slide 6*)

Ask learners to share their thoughts about the interaction: What did the provider learn about the absentee co-worker? How did the co-worker feel that the interaction went? What is the most likely explanation for the person's absenteeism?

Encourage both providers and co-workers to share their perspective of the interaction. Did co-workers feel attacked? In how many pairs did the co-worker feel comfortable enough to share the extent of her/his illness (including HIV status)? What about the interaction made them feel comfortable enough (or not) to do so? What would they do differently next time?

Activity 2: Discussion *(advance on slide 7)*

Objective: Discuss common underlying causes of absenteeism

1. Remind learners of the topic: *(stay on slide 7)*

As discussed in this module, absenteeism is a common problem, which has been exacerbated by the COVID-19 pandemic.

2. Explain the activity: *(advance to slide 8)*

You will now have the opportunity to further discuss absenteeism in small groups. You will be moved into breakout rooms. In your small groups, please discuss the following questions over the next 10 minutes:

- a) In your experience, how common is unexplained absenteeism?
- b) What are the most common reasons given by colleagues?
- c) What other reasons might there be for absenteeism?
- d) How has absenteeism during the COVID-19 pandemic impacted your healthcare team?

3. Move students into breakout rooms *(advance to slide 9)*

4. After 10 minutes, close breakout rooms and return students back to large group

5. Ask the groups to share their thoughts: *(advance to slide 10)*

Ask learners to share key points from their discussion. Ask learners what strategies health staff might use to sustain morale within the team.