



**Consumer Practitioners Network**

**SAMPLE Session agenda**

This sample session is part of a series focused on the theme of:

**'Recruiting and engaging with diverse and seldom-heard consumers'**

Optional pre-reading: [Unconscious bias toolkit – Australian and New Zealand College of Anaesthetists & Faculty of Pain Medicine](#)

<b>(5 mins) Welcome</b>
<b>(25 mins) Education session: The interplay between diversity, bias and psychological safety</b> Learning outcomes: <ul style="list-style-type: none"><li>• Increased understanding of implicit or unconscious bias and how it impacts our work</li><li>• Increased awareness of implicit bias in healthcare</li><li>• Enhanced awareness of the impact of psychologically unsafe environments for people who hold less power due to their intersecting identity characteristics</li><li>• Developed understanding of language from 'safe spaces' to 'safe-enough' spaces</li></ul>
<b>(20 mins) Small group discussion: Reflecting on the culture of your organisation</b> <i>Before recruiting consumers who are seldom heard, the conditions need to be set to enable them to engage meaningfully and safely. Psychological safety feeds from the top down. If leaders aren't nurturing psychological safety, this will feed into the way consumers are engaged with at all levels.</i> <ul style="list-style-type: none"><li>• What practices, processes or behaviours have you witnessed that enhanced or hindered psychological safety at your organisation or previous workplaces?</li><li>• What practices, processes or behaviours have you adopted to nurture psychological safety when engaging with consumers?</li></ul>
<b>(25 mins) Feedback and identification of key challenges/support needs:</b> <ul style="list-style-type: none"><li>• Share key sticking points and techniques for addressing these</li><li>• Identify any opportunities for enhancing practice across the sector</li><li>• Review HIC's <i>Guide Ways leaders can create psychologically safety in consumer engagement</i></li></ul>
<b>(10 mins) Any other business</b> <ul style="list-style-type: none"><li>• Share organisational or sector updates</li><li>• Flag helpful resources to be circulated</li></ul>
<b>(5 mins) Close</b> <ul style="list-style-type: none"><li>• Action items</li></ul>