

Breaking the Ice

Utilizing Icebreakers to Enhance Your CQI Efforts

Alexandra Tonkin, MBA
Research & Grants Administrator
Oriana House Inc. Akron, Ohio

Chris Dent, BA
Continuous Quality Improvement-
Coach
Oriana House Inc. Akron, Ohio

Who Are We?

- ▶ Chris Dent, Continuous Quality Improvement-Coach Specialist
Oriana House Inc. Akron, Ohio
- ▶ Alexandra Tonkin, Research & Grants Administrator
Oriana House Inc. Akron, Ohio




Tell us about you!

<https://www.menti.com/al9bk5svao76>



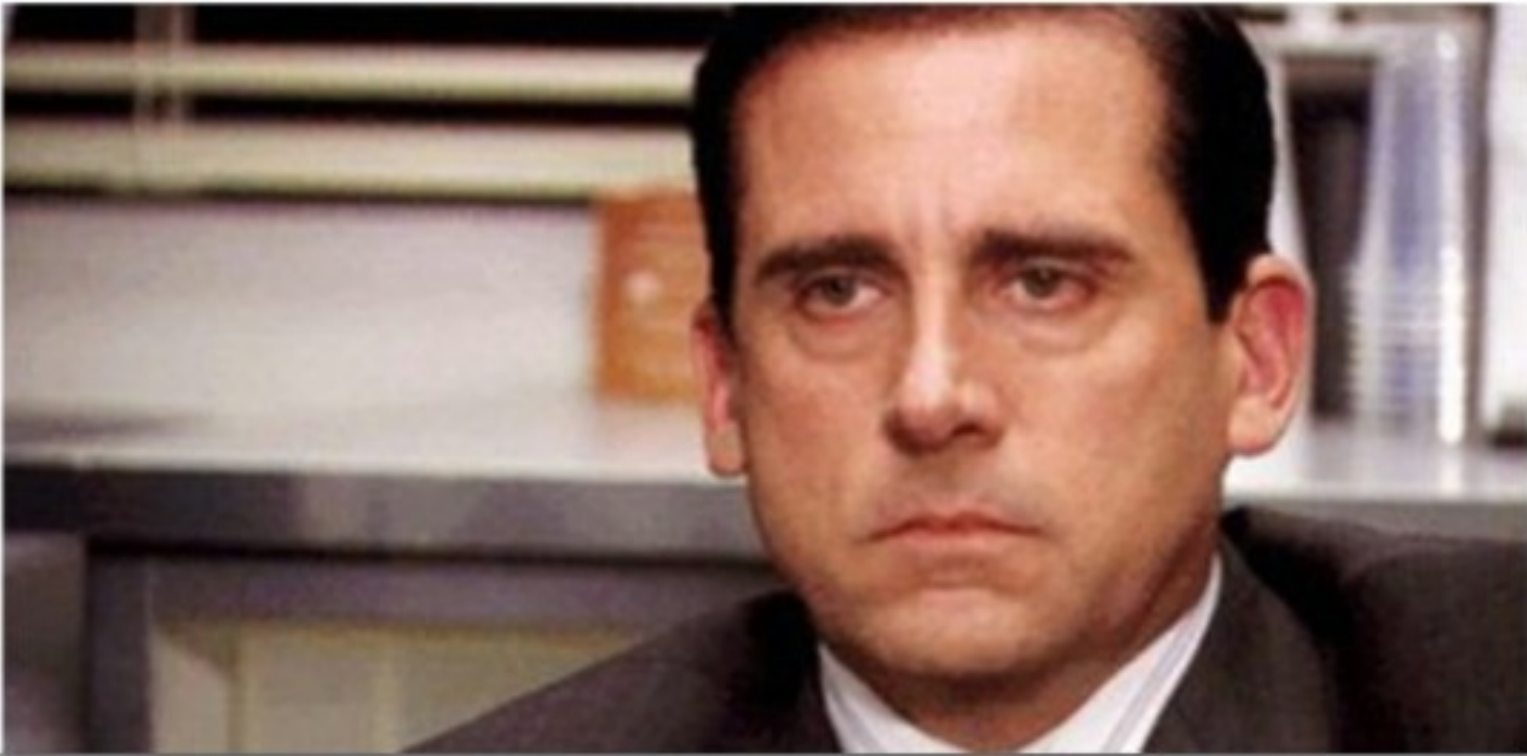
Objectives

- ▶ Understanding the importance of using icebreakers to create a positive and engaging atmosphere in meetings
- ▶ Learn about different types of icebreakers and how they can be used to encourage participation
- ▶ Identify the most appropriate icebreakers for their specific meeting goals and audience

The background features abstract geometric shapes in shades of blue and orange. On the left, a solid blue triangle points towards the center. On the right, there are overlapping, semi-transparent shapes in orange and blue, creating a layered effect. The central area is white, providing a clear space for the text.

Let's go around and all say
one fun fact about
ourselves!

"Please state your name, major, and a fun fact about yourself."



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So why ever bother?

SNUGGERY

1. Closely pressed; as, an infant lies snug.
2. Close; concealed; not exposed to notice.
You lay snug, to sleep; young Deanna's got. *Dryden*
Lie snug, and how that cutesy say. *Dryden*
3. Compact, convenient, and comfortable; as, a snug farm, house, or property.
Snug'ger'y, n. A snug, comfortable place. [Colloq.]

Snug'ly, adv. In a snug manner; closely; safely.
Snug'ness, n. The state of being snug.
Snuff The upward curve of the line of a ship, as they recede from the midships. *Murray*
Snuff'ing, n. (Naut.) A circular plank, placed edge-wise to work as the bows of a vessel. *Jones*
Snuff'ing, v. t. To snuff; to blow out; to extinguish.
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SOCIABLE

2. To enter into pores or interstices, as water soaks into the earth or other porous matter.
3. To drink intemperately or gluttonously; to grouch; as, a soaking drink. [Low.] *Loole*
Soak'age, n. Act of soaking, or state of being soaked.
Soak'er, n. 1. One who soaks or macerates in a liquid.
2. A hard drinker. [Low.]
Soak'ing, n. Wetting thoroughly; drenching; as, a soaking rain.
Soak'y, a. 1. The bottom part of a shoe. *See ROSE.*
2. A certain fish. *See ROSE.*
3. A dirty pond. [Prov. Eng.] *Hallivell*
Soak'y, v. t. To soak; to wet; to drench; to saturate.
Soak'y, v. i. To soak; to wet; to drench; to saturate.

Solder, pure, sober, D. sober, poor, mean, sober, A.S. *sofor, sofor, sofer, sofer*.
1. Temperate in the use of spirituous liquors; habitually temperate; as, a sober man. "Live a sober, righteous, and godly life." *Gen. Pevier*
2. Not intoxicated or overpowered by spirituous liquors; as, the sea may at times be sober.
3. Not mad or insane; not wild, visionary, or heated with passion; exercising cool, dispassionate reason; self-controlled; self-possessed.
There was not a sober person to be had; his temperance and honesty.
No sober man would put himself in danger for the opinion of a company without breaking his neck. *Dryden*
4. Not proceeding from, or attended with, passion; regular; calm; as, sober judgment; a man in his sober senses.
5. Serious in demeanor, habit, or appearance;

Icebreaker

/is,brākər/ (noun)

Used to encourage conversations, to learn more about each other, foster a positive atmosphere and build bonds between staff and management

Conversations? Learning about each other?
How does this help anything!?

We have WORK to do!

If anything this seems more like a distraction
than a help!

Why do we have this reaction?



Why do we have this reaction?

Icebreakers often
lack a sense of
purpose

Romm, C. (2016, September 9). Icebreakers are terrible. they also, unfortunately, work really well. *The Cut*. Retrieved September 14, 2023, from <https://www.thecut.com/2016/09/back-to-school-icebreakers-are-awkward-but-they-work.html>

We need Purpose



That makes sense- so, again,
why even bother? What does
this accomplish?

Why even use an icebreaker

- ▶ Benefit of using Icebreakers in CQI meeting:
 - ▶ Calming Nerves
 - ▶ Modeling behavior
 - ▶ Encouraging interaction



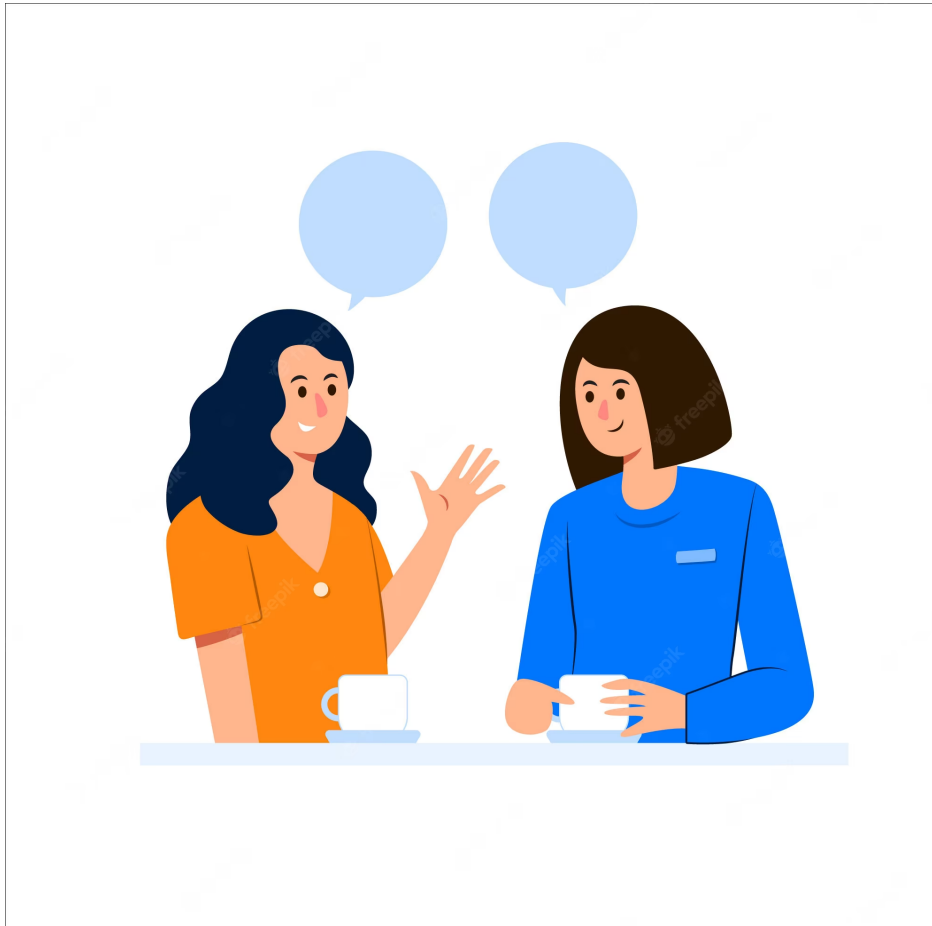
Calming Nerves



Modeling Behavior



Encouraging Interaction



Example of a successful icebreaker activity



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How can we BEST use
icebreakers to our benefit?

Icebreakers enhance meetings when we tailor it to the goal and audience of our meeting

Identify The Goal Of The Meeting

- ▶ What do you hope to achieve?
- ▶ What barriers may exist?
- ▶ How can you best communicate that goal?

Steps I Will Take to Accomplish My Goal

Goal → _____

| <i>Steps</i> | <i>Specific Details of the Steps</i> |
|--------------|--------------------------------------|
| | |
| | |

Example:

Steps I Will Take to Accomplish My Goal

Goal → Determine how many QA's would be sufficient to maintain fidelity and help train staff.

| + | <i>Steps</i> | <i>Specific Details of the Steps</i> |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Review current procedure and compare understanding with motivation | <ul style="list-style-type: none">- Review MUS percentages- Kohezion report of compliance- Self Report survey of motivation from Caseworkers- Data on staff by Tier position | |
| Brain storm ideas | <ul style="list-style-type: none">- Allow time to vent concerns or frustrations- keep track of time- use whiteboard to document responses- Review EBP business rules | |

Audience Identification- Tuckman's Model

- ▶ Group Development in four stages
 - ▶ Forming
 - ▶ Group members begin to build trust, create team identity, and setting collective goals
 - ▶ Storming
 - ▶ Conflicts and difference emerge
 - ▶ Norming
 - ▶ Group figures out how to resolve conflicts, creating greater sense of cohesion
 - ▶ Performing
 - ▶ Everyone works together towards common purpose

Forming

- High degree of guidance needed from manager
- Individual roles are unclear
- Process usually not well established

1. Forming

Storming

2. Storming



- Understanding how team decisions are made
- Purpose is clear, but team relationships are blurry

Norming

3. Norming

- Relationships are well understood in the team
- Commitment to team goals
- Begins to work to optimize team process

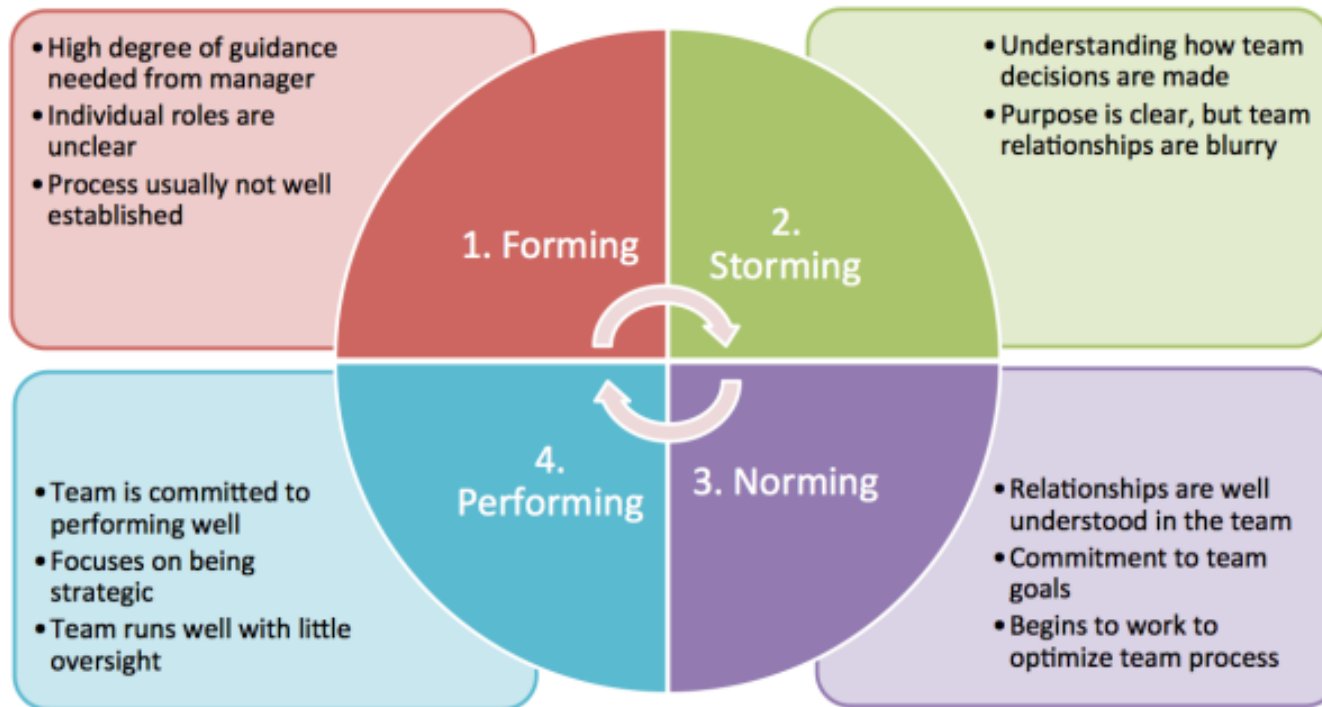
Performing

- Team is committed to performing well
- Focuses on being strategic
- Team runs well with little oversight



4. Performing

Tailor the Icebreaker to the needs of your audience



Different Types of ice breakers

- ▶ Energizers
- ▶ Team-Building
- ▶ Reflection activities
- ▶ Interactive games

Energizers

Time to get moving!



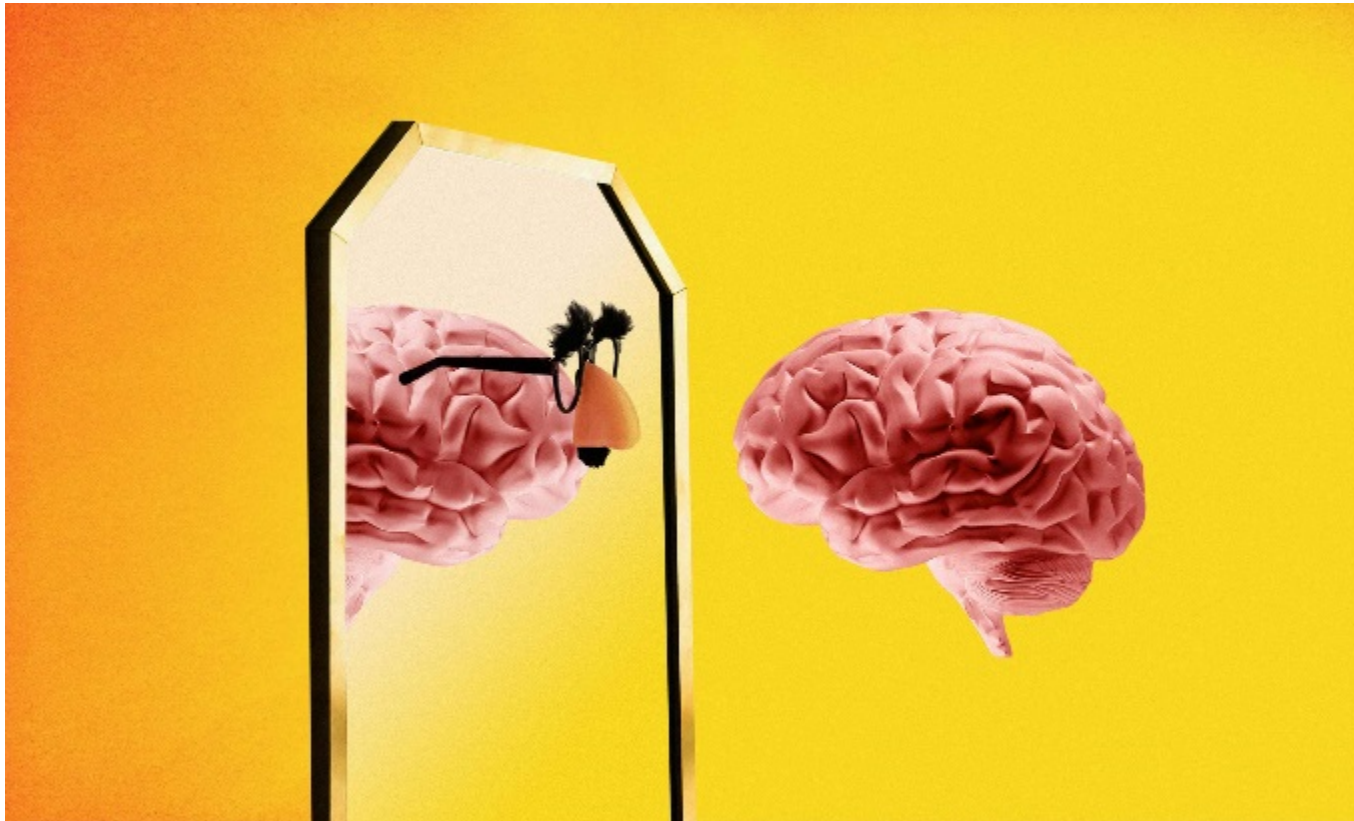
Team-building Activities

‘Success is best when it’s shared’- Howard Schultz



Reflection activities

Let's take a look inside!



Interactive games

Put your skills to the test!



Ice Breaker Packet

Goal, Audience, Icebreaker

Goal of Meeting → _____

| <i>Steps</i> | <i>Specific Details of the Steps</i> |
|--------------|---------------------------------------------------|
| | <ul style="list-style-type: none">• |
| | <ul style="list-style-type: none">• |

Audience Type: _____

Icebreaker Type: _____



How to tailor the icebreaker to the situation

Ice Breaker Packet

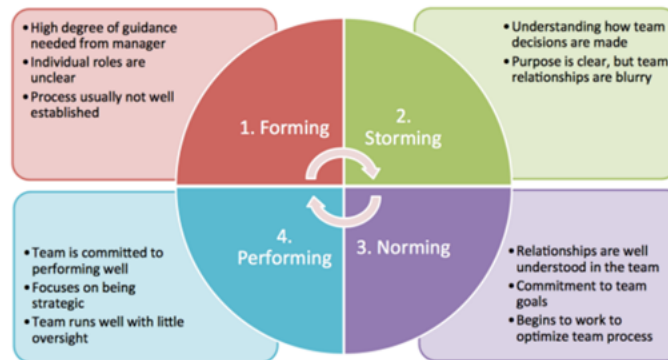
Goal, Audience, Icebreaker

Goal of Meeting → Determine how many QA's would be sufficient to maintain fidelity and help train staff

| <i>Steps</i> | <i>Specific Details of the Steps</i> |
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| Brainstorm ideas | <ul style="list-style-type: none"> • Allow time to vent concerns or frustrations • Keep track of time • Use whiteboard to document responses |

Audience Type: (CQI Team) Performing

Icebreaker Type: Reflection



How to tailor the icebreaker to the situation

We will start with a discussion of ‘Who would you have dinner with?’ and tie it to the goal by looking at what questions they would ask the individual, and how they would start that conversation. Then end it with, ‘What would the person you are eating with think of you?’ This can be even more interesting if they choose someone from a different time period. This would lead to more engagement by the staff in the meeting and them feeling comfortable expressing imaginative thinking and empathy for the other person in at the dinner. We can link that empathy to expressing empathy for our staff who will be the focus of the QA processes which we are looking at changing.

| Icebreaker Type | Activity | Virtual ability | Group Development Stage | | | |
|-------------------|---------------------------------|-----------------|-------------------------|----|----|----|
| | | | 1. | 2. | 3. | 4. |
| Energizer | Stop-Walk | | X | X | X | X |
| | Brisk Walk | | X | X | X | X |
| | 15 Min Stretch | Yes | X | X | X | X |
| | Scavenger Hunt | Yes | X | X | X | X |
| Team Building | Jeopardy | Yes | X | X | X | X |
| | Song Chooser | Yes | | | X | X |
| | Nice Breaker | Yes | | | X | X |
| | Two Truths and a Lie | Yes | | | X | X |
| | Show and Tell | Yes | | X | X | X |
| | Problem Solving Sharing | Yes | X | X | X | X |
| Reflection | Would you Rather? | Yes | | X | X | X |
| | What's your anthem? | Yes | | | X | X |
| | Who would you have dinner with? | Yes | | X | X | X |
| | Problem Solving Sharing | Yes | X | X | X | X |
| Interactive Games | Family Feud | Yes | X | X | X | X |
| | Jeopardy | Yes | X | X | X | X |
| | Pictionary | Yes | X | X | X | X |
| | Kahoot | Yes | X | X | X | X |

Create Your Own icebreaker!





Tips for evaluating the impact of icebreakers on CQI meetings



Obstacles Ahead!



Final thoughts and key takeaways

- ▶ Tuckman Model
- ▶ Energizers
- ▶ Team-Builders
- ▶ Reflection
- ▶ Interactive games

Icebreakers enhance meetings when we tailor it to the goal and audience of our meeting

Thank You

Chris Dent
Llexi Tonkin