Open Dialogue
- implementation
and training programs

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Aarhus, Denmark

The mental health care system in DK

5 regions:

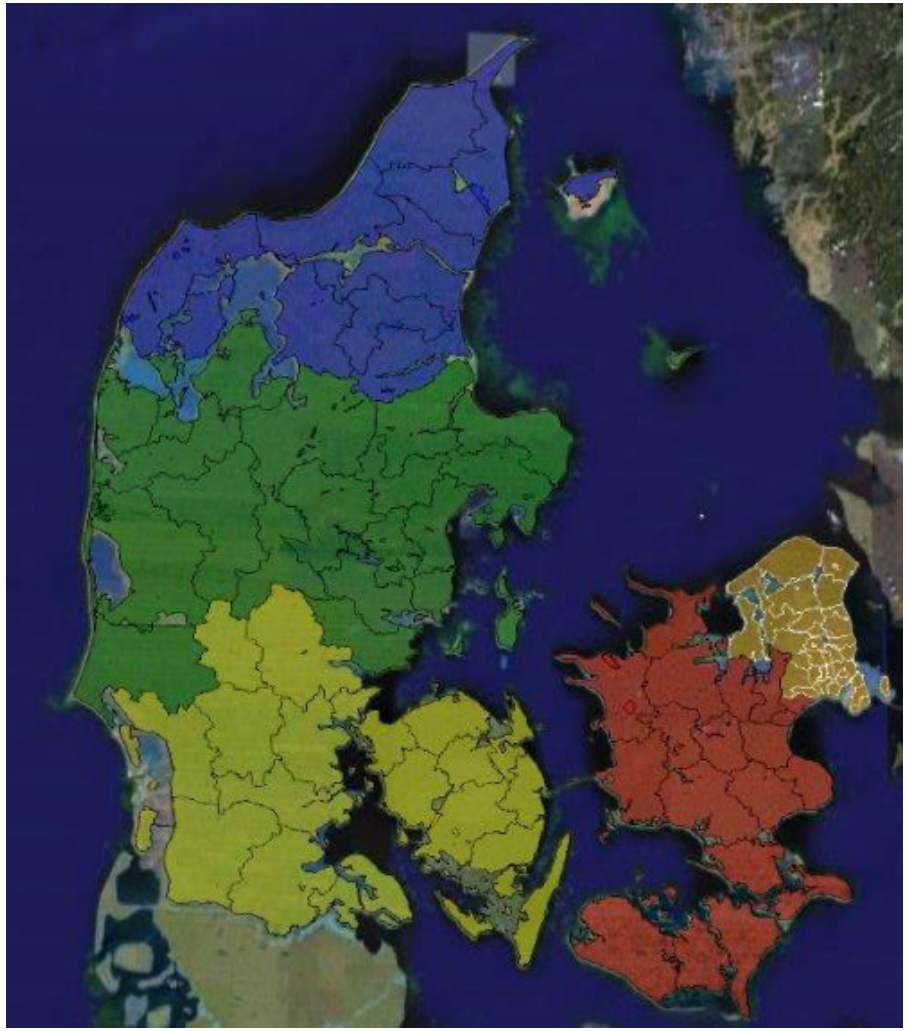
- Region Middle of Jutland: area 13.000km2, population 1.3 mill.
- The psychiatric hospitals – treatment

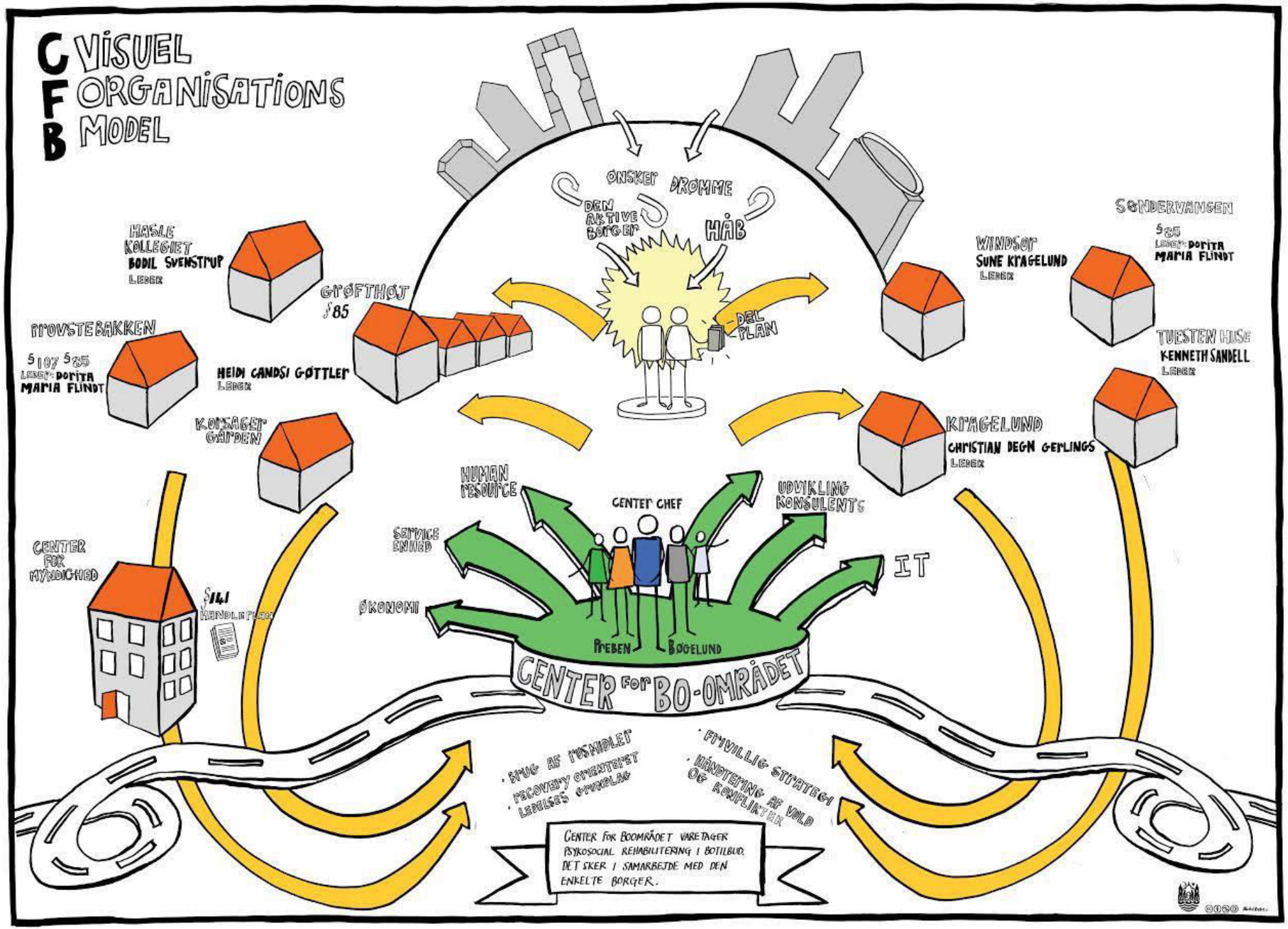
98 municipalities:

- Aarhus (the 2. biggest town): 468km2, 335.000
- social work in generel

Mental health care in the municipality of Aarhus:

- Supported living: houses for temporary stay, professional caregivers (social workers)
- Mobile teams: support people in their own home for shorter or longer period
- Activities, education programmes etc.
- Field work for homeless people etc.

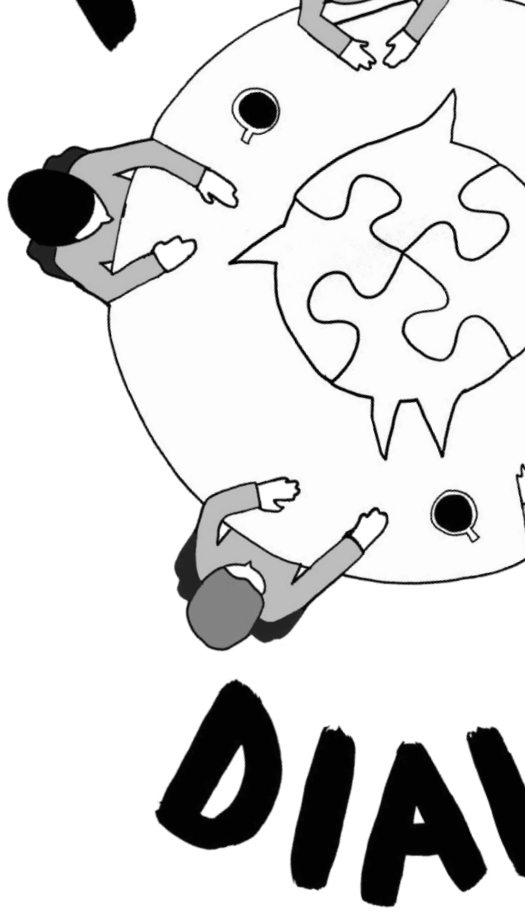



CFB VISUEL ORGANISATIONS MODEL
ØNSKER DRØMME
DEN AKTIVE BORGER
HÅB
DEL PLAN
HASLE KOLLEGIET
BODIL SVENSTRUP
LEDER
GRØFTHØJ
§85
HEIDI CANDSI GØTTLER
LEDER
PROVSTEBAKKEN
§107 §85
LEDER: DORITA
MARIA FLINDT
KORSAGER GÅRDEN
SØNDERVANGEN
§85
LEDER: DORITA
MARIA FLINDT
WINDSOR
SUNE KRAGELUND
LEDER
TUESTEN HUSE
KENNETH SANDELL
LEDER
KRAGELUND
CHRISTIAN DEGN GERLINGS
LEDER
CENTER FOR MYNDIGHED
§141
HANDLEPLAN
HUMAN RESOURCE
CENTER CHEF
UDVIKLING KONSULENTS
SERVICE ENHED
IT
ØKONOMI
PREBEN
BØGELUND
CENTER FOR BO-OMRÅDET
· BRUG AF PSYKOLOG
· RECOVERY ORIENTERET
· LEDELSES FORUM
· FRIVILLIG STRATEGI
· HÅNDTERING AF VOLD
OG KONFLIKTER
CENTER FOR BOOMRÅDET VARETAGER PSYKOSOCIAL REHABILITERING I BOTILBUD. DET SKER I SAMARBEJDE MED DEN ENKELTE BORGER.

How we get started back in 2011

- Education – 2 years programme in DK
  - Study groups across our units
  - Expectations about using new skills and implementing
- The local managers
  - Education
  - Plan for implementation

- Challenges
  - Few employees separated at different units around the city
  - Difficulties to coordinate date and time that fits all of the invited people



Project launched by the board of social affairs

- 2014-2016
- 5 municipalities testing OD networksmeeting to improve the efforts in the mental health care system
- Frames and conditions:
  - Training programme inclusive supervision
  - Follow the manual
  - Evaluationprogramme with questionnaires, interviews and video recordings (external company)
  - Colaboration with the psychiatric hospital
  - 50 citizens with psychosis and serious social disabilities having min. 2 networkmeetings
- Preparation inspired by a theory of implementation: management, organization and human ressources (Dean Fixen)

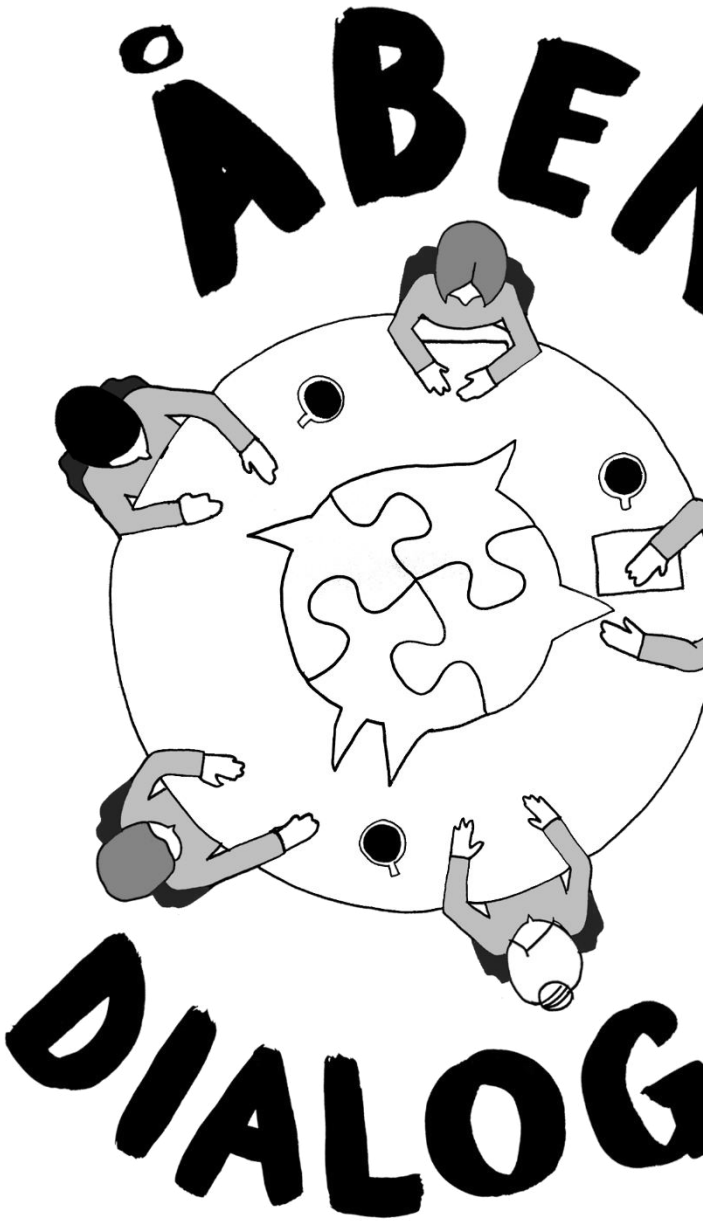
The project-organization in Aarhus

- Advisory board (meets 2-3 times a year):
  - Managers from own agency and the unit for visitaion (appropriation)
  - Project manager
  - the psychiatric hospital: the manager and the project employee
  - 2 persons from organizations for peers and relatives

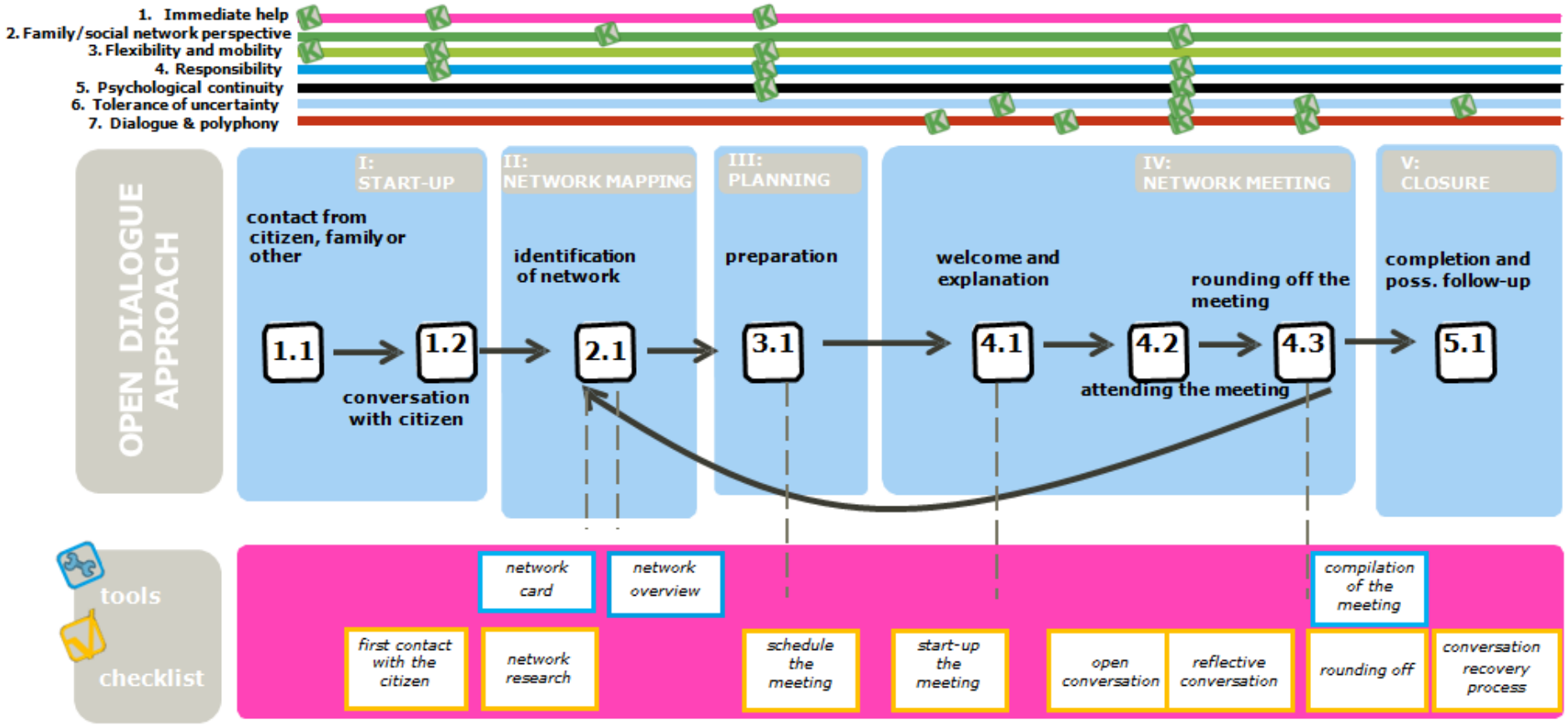
- Project group (meets every month):
  - 2 employees from 5 different units
  - 1 employee from the psychiatric hospital
  - 2 project managers

The manual

- Not strictly
- *”can not be used without training…..”*
- Built on the values and 7 principles of Open Dialogue
- How to plan, facilitate and follow up
- Checklists
- Tools



Flow model


1. Immediate help
2. Family/social network perspective
3. Flexibility and mobility
4. Responsibility
5. Psychological continuity
6. Tolerance of uncertainty
7. Dialogue & polyphony
OPEN DIALOGUE APPROACH
I: START-UP
II: NETWORK MAPPING
III: PLANNING
IV: NETWORK MEETING
V: CLOSURE
contact from citizen, family or other
identification of network
preparation
welcome and explanation
rounding off the meeting
completion and poss. follow-up
1.1
1.2
2.1
3.1
4.1
4.2
4.3
5.1
conversation with citizen
attending the meeting
tools
checklist
network card
network overview
compilation of the meeting
first contact with the citizen
network research
schedule the meeting
start-up the meeting
open conversation
reflective conversation
rounding off
conversation recovery process

Network meetings – in our context

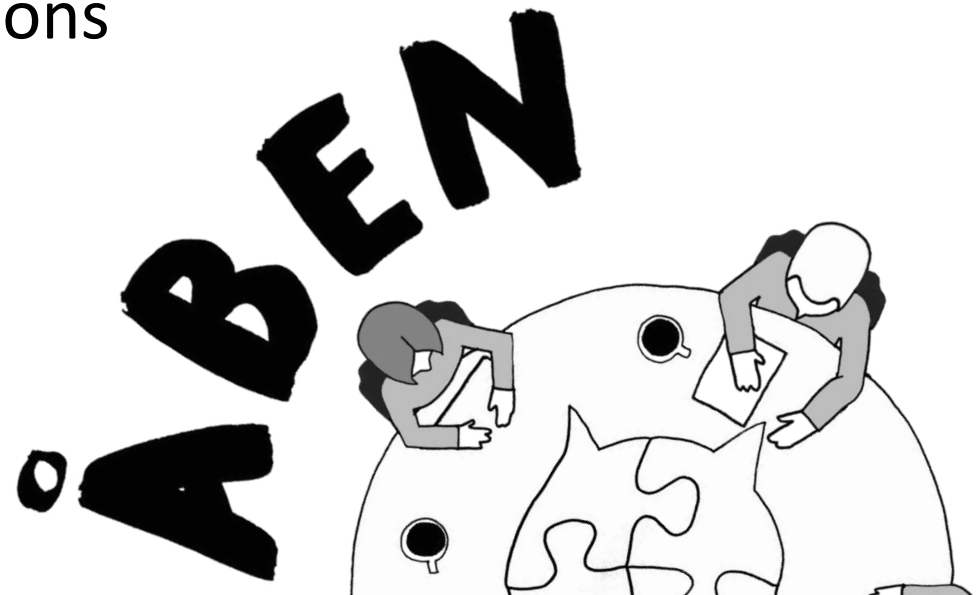
- Open Dialogue network meetings and dialogical practice

- The 7 principles – a bit differences:
  - Immediately help > quick help
  - Mobility and flexibility – with some limits

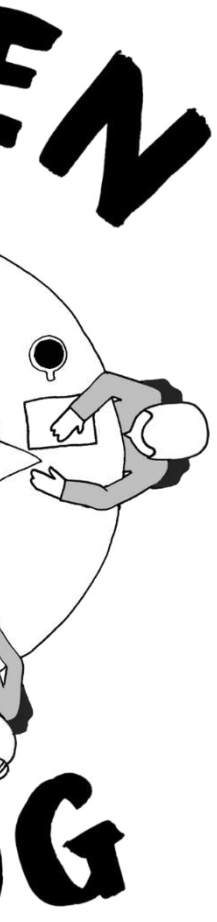
- Coordinator – an local employee with OD education:
  - Motivate and take action on a wish for network meeting
  - colaborate with the citizen about planning
- Facilitators – local project officers with OD education
- Interviewer / reflecting team – 1 or 2 employees with OD education

Dialogical practice – a way to meet people

- Be present and listen
- Curious
- Making questions to the meaning of important words
- Less searching for solutions
- Wait with taking actions
- Doing reflections
- Being transparent



Challenges



- To explain what is OD and why
  - We need commitment among collagues and other professionel network. They say: *”We already have open dialogue”*
  - Motivating citizens to participate, when they say: *”A meeting … no thanks!”*

- Doubt about the citizens abilities to participate
- Uncertain to use the new skills to facilitate network-meetings
- Difficulties to coordinate date and time that fits all of the invited people

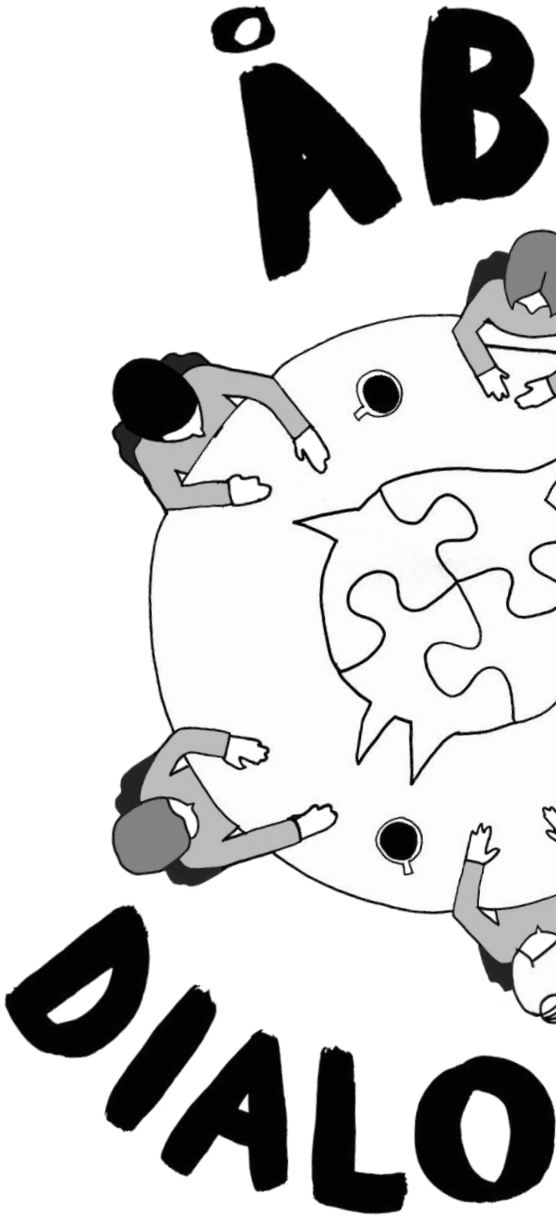
Implementing Open Dialogue in Belgium

- What are your own doubts, assumptions, preconceptions etc. ?
  - About your own skills
  - the citizens
  - the private network
  - The professionel network
  - Or?
- Don’t search for agreement or common understanding
- Listen and be curious

Just do it – and continous attention

- Try - learning from experiences
- Enrol to feel the difference
  - Meetings for employees, managers, advisory boards
  - Meeting with citizens (Pernille)
  - Daily talk
  - After conflicts

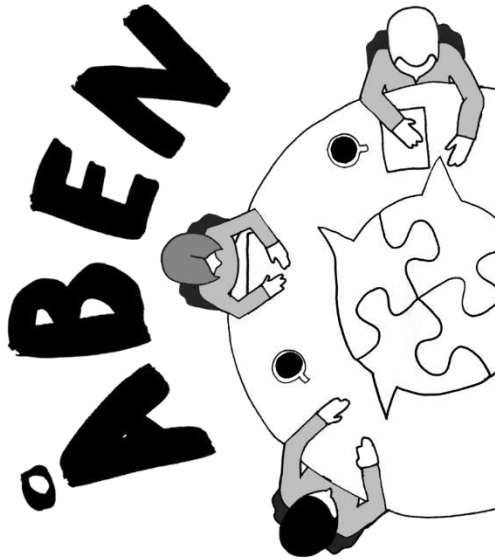
- Listen to various perspectives
  - What is the doubts and challenges
  - What is the assumptions and preconceptions
  - What is the good experiences
- Putting on the agenda
- Continous developing how to understand and use Open Dialogue

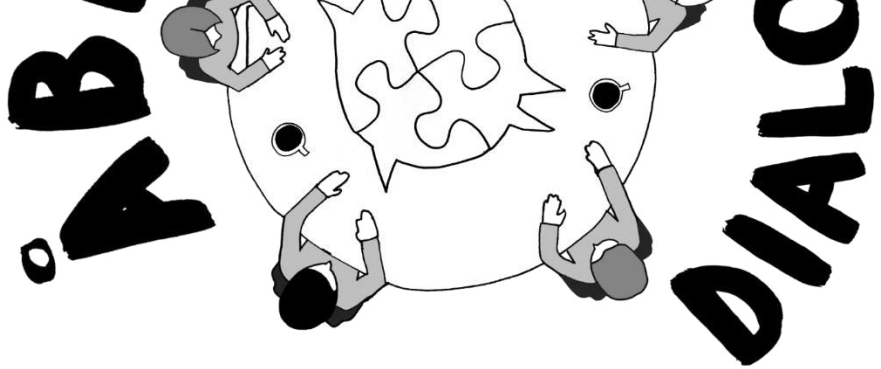


Colaboration across the mental health care

- Telling the good stories – again and again
- The head manager is our ambassadeur – at the level of managers
- Enrol and show them
- How to start at the psychiatric hospital
- From 1 unit to more

- Takes time and education
  - 5 other agencies in the municipality
  - 1 unit at the psychiatric hospital
  - Business plan for Social Services in Aarhus 2018-2020





a short break…..

- *”Usually you only get a time to show up to a meeting on the terms and conditions of the municipality. And talk about what they have already decided to talk about, from the perception that they already know who I am. With Open Dialogue, I get the opportunity to talk about* ***what I would like*** *to talk about and express* ***how I would like*** *to develop”.*

What have we learned…about learning Open Dialogue?

- Reflections from developing / facilitating learningprocesses in a Danish clinical / organiztional context

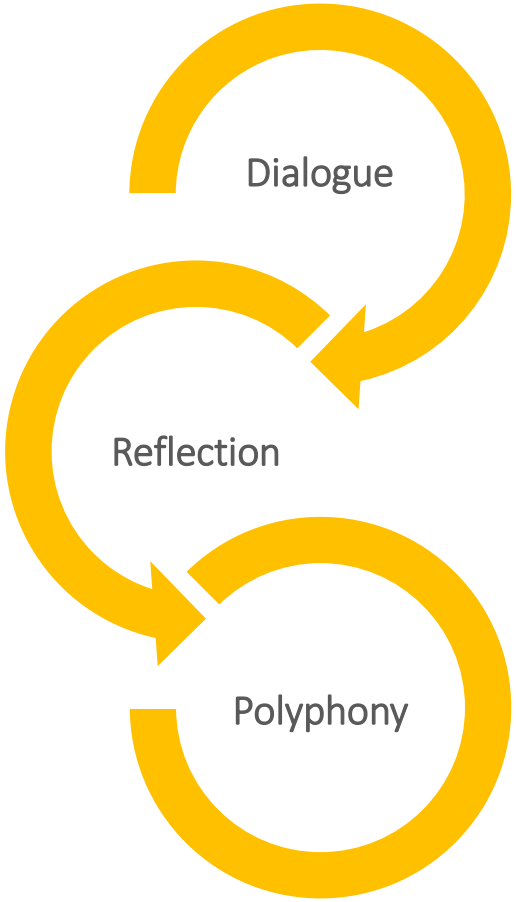
What we have learned…about learning Open Dialogue?
- reflections from the 2 year education in Denmark

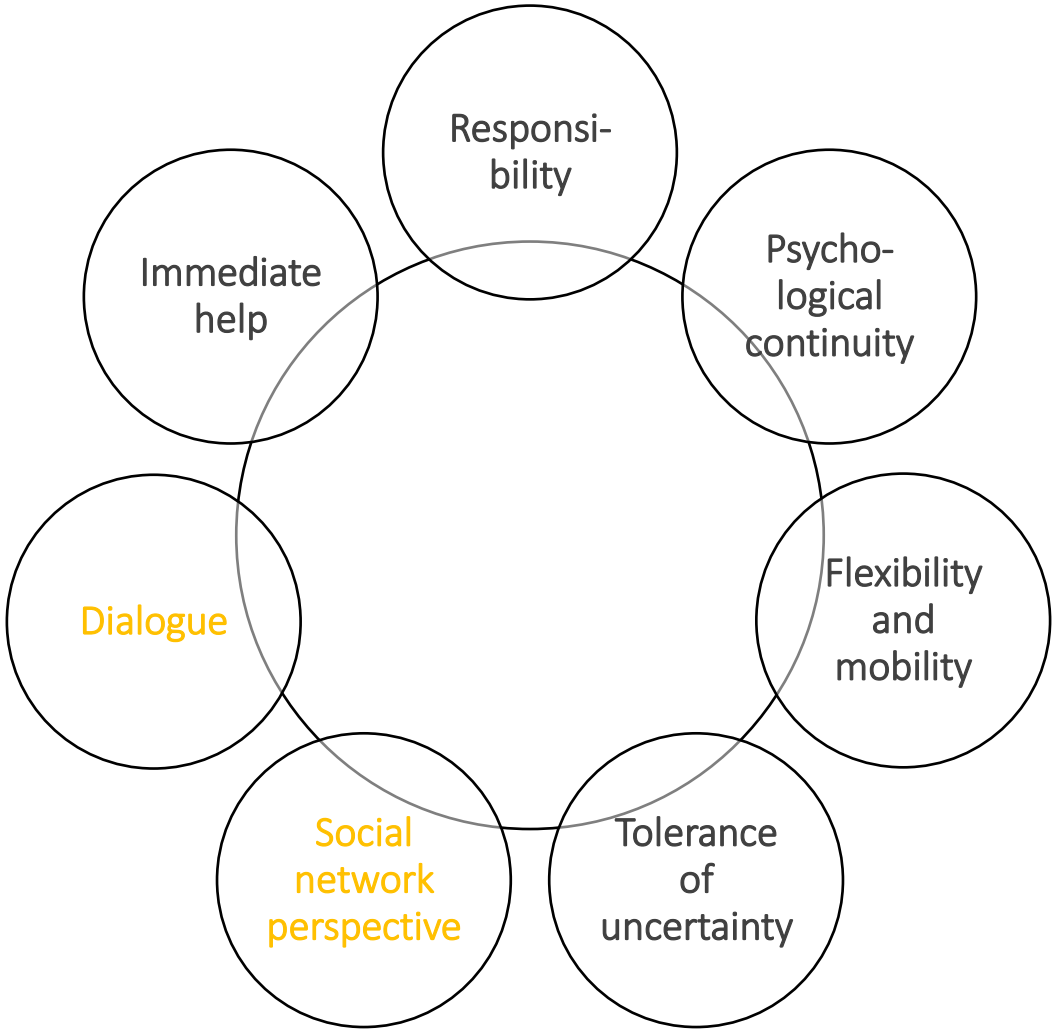
- ✓ Training in practice / context
- ✓ Training in learninggroups with supervisor (50 / 90 hours)
- ✓ 3.000 pages of litterature
- ✓ Learningdialogue (feedbackproces working with video)
- ✓ Essay

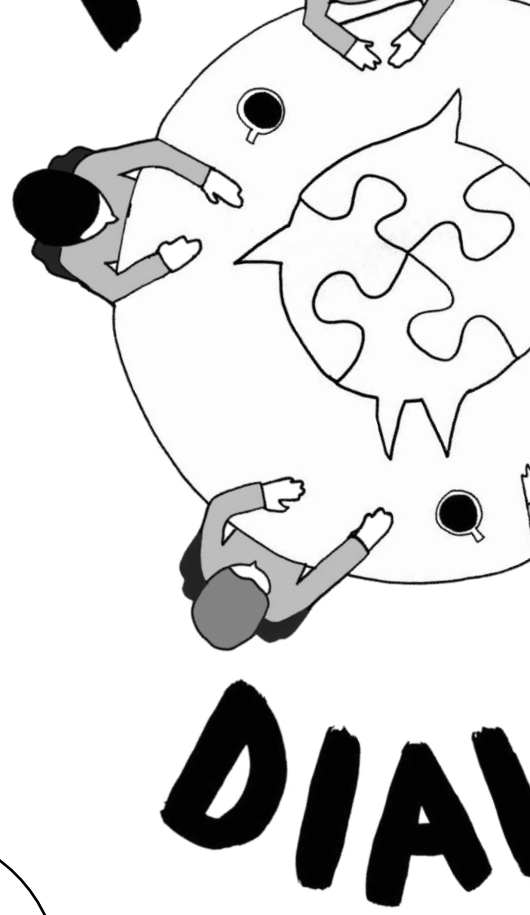
What we have learned…about learning Open Dialogue - reflections from the (nationwide / local)1 year education

- ✓ Training in practice / context
- ✓ Training in learninggroups with supervisor (50 hours)
- ✓ 1.500 pages of litterature
- ✓ Learningdialogue / certification?

Learning Open Dialogue - inspiration and translation

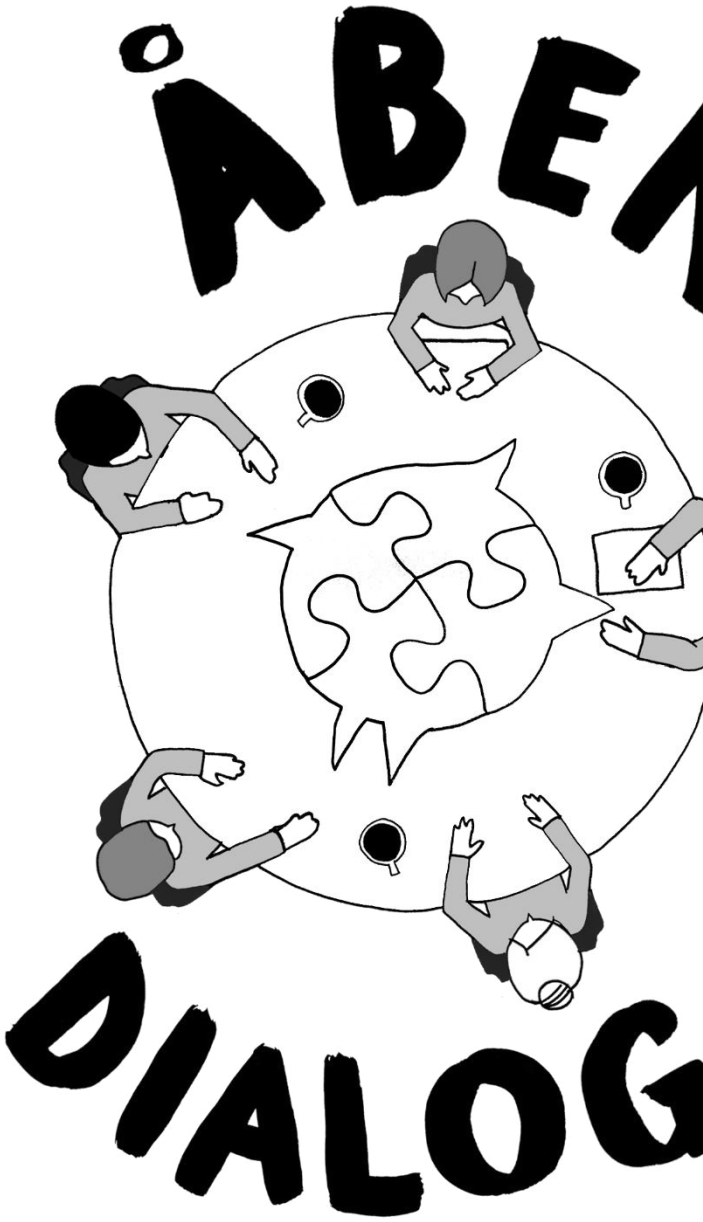




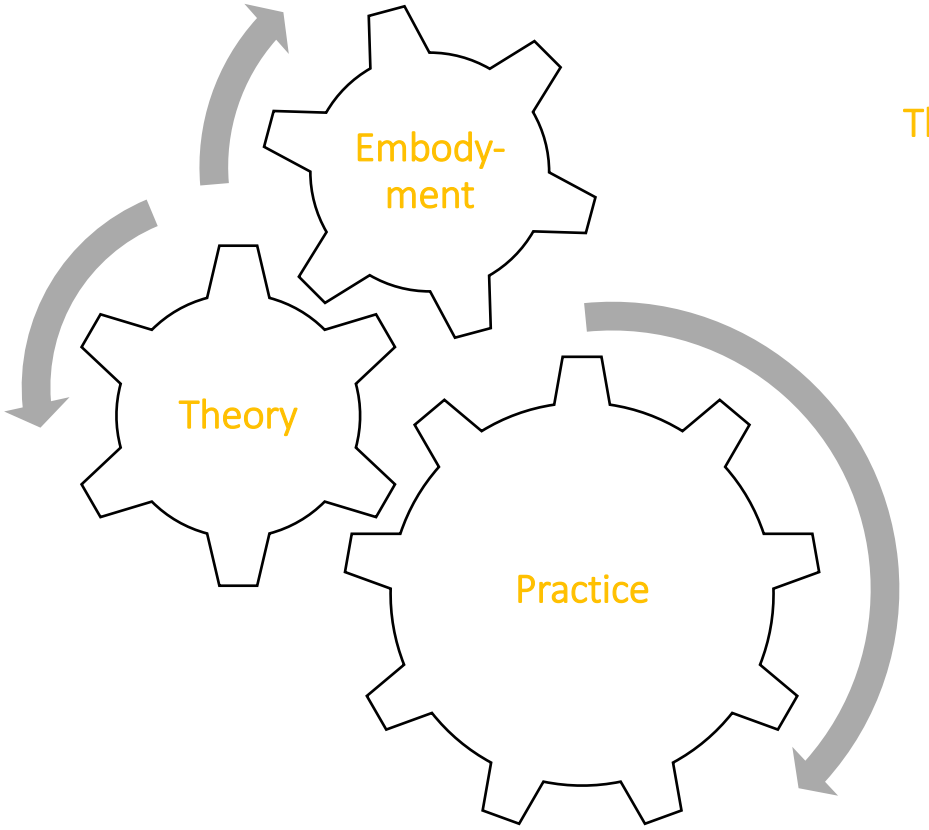


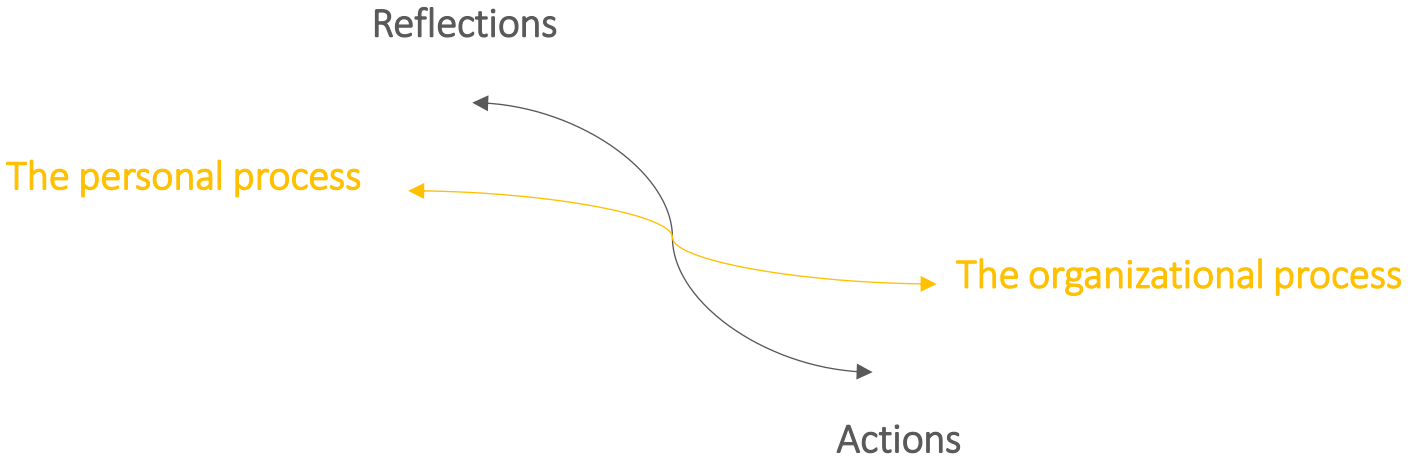
Learning by head, heart and hands…

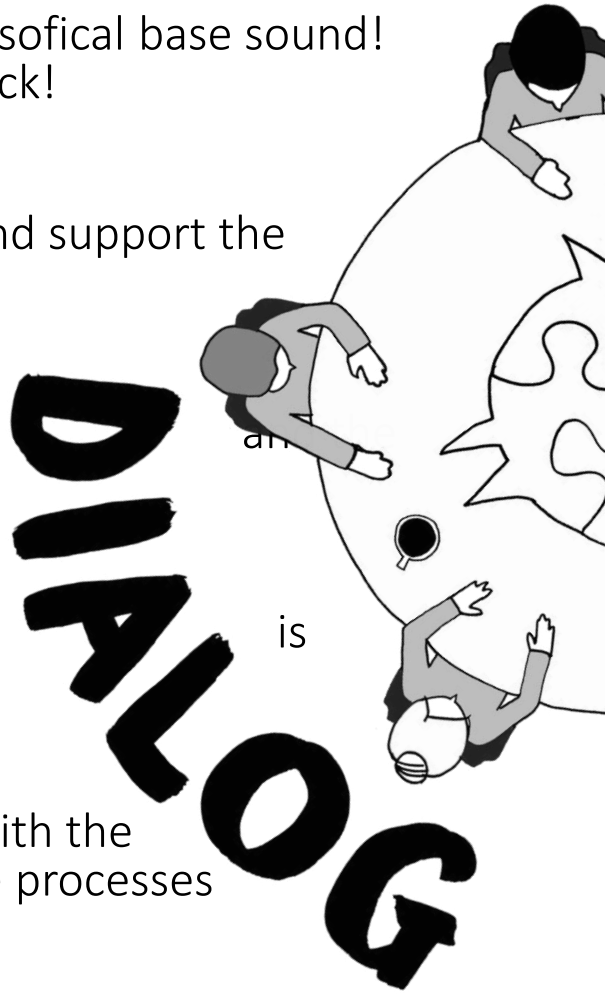
Skills (hands)	Reinforce	…	Refine
Understanding (heart)	Explore	…	Develop
Knowledge (head)	Introduction	….	Insight



Learning by practice, theory and embodyment…
- focus on both the person and the organization…





Our learningprocess…
- reflections from developing and facilitating…

- Balancing and supporting learning by the head, the heart and the hands! More philosofical base sound! More stories from practitioners who can inspire! More hands on training and feedback!
- Helping the practitioners (and the organisations) to practice, practice and practice and support the possibilities to practice and have dialogical feedback!
- There is no ‘quick fix’ - the learning process for both the person / practinioners organisations take time (embodyment)!
- Translating the ‘world-wide-work’ into nation-wide and local processes / practice is connected with both possibilities and bounderies!
- Facilitating learning processes - in the field of open Dialogue - is closely connected with the work within the field of Open Dialogus: we must invite, facilitate dialogues, reflective processes support polyphony and ‘embody’ the values we work with and from…