

Focus Group Discussion Guide

The purpose of this Focus Group Discussion (FGD) Guide is to provide guidance to facilitators and organisations in the running of an effective FGD. This can help your organisation understand the findings from the [Workplace Audit Tool](#) and [Worker SHSA Experience Survey](#).

Why use FGDs?

FGDs allow organisations to gather detailed qualitative data regarding workers' views of their work environment. This can assist in improvement of organisational outcomes and create an inclusive and respectful environment. Ultimately, a FGD aims to generate ideas through 'free-flowing' discussion from personal experience.

FGDs may be used in addition to employee surveys. This is because FGDs:

- provide more detailed, qualitative information;
- provide context as to the opinions identified in the worker surveys;
- allow for a safe and open discussion in which workers can express their views about SHSA;
- allow for the expression of a diverse range of ideas and views; and
- can successfully generate strategies and solutions to address SHSA hazards in the future.

Preparing for an FGD

Criteria	Particulars
Size	6–12 participants
Composition	A representative sample of workers across different teams
Duration	60–90 minutes
Outlay	Circle or U-shaped
Materials	Run sheet (i.e. how you plan to run the session); recording device (consent must be obtained from all participants) so there is an accurate record of the discussion.

Conducting an FGD

Roles

1. Facilitator: A person external to the team (e.g. HR representative, manager from another team). Ideally, this person is trained in FGDs facilitation.

The facilitator must:

- set ground rules;
- manage time;

- ensure all questions have been covered;
- manage group dynamics, including any conflicts or disagreements;
- ensure parity and relevance of discussion; and
- take time to reflect on session with their own written notes.



2. Scribe: Ensure information is recorded so the Facilitator can focus on the questioning and group dynamics.

The suggested format to follow for a FGD is as follows:

Stage	Particulars
Introductions	The Facilitator should introduce the session, including setting the purpose and expected outcomes of the discussion.
Ground rules	<p>The Facilitator should:</p> <ul style="list-style-type: none">• Ask participants to switch off or turn to silent all mobile telephones and other devices.• Advise participants that there are no right or wrong answers.• Remind participants to not interrupt someone while they are speaking.• Inform participants that blaming should be avoided.• Advise that the purpose of an FGD is not to discuss identifying incidents of SHSA. This should be discussed at the start of the session and facilitators should intervene if participants start to mention incidents.
Confidentiality	<p>All responses and opinions expressed in the FGD should remain confidential. The Facilitator has a responsibility to ensure the privacy of participants.</p> <p>The Facilitator should inform participants:</p> <ul style="list-style-type: none">• that their responses will be documented (via notetaking and transcript of audio recording);• that their names will not be recorded in relation to specific issues or direct quotes, or in any reports arising from the FGDs;• not to repeat what is discussed during the FGD outside of the session;• how the FGD data will be used and with whom it will be shared; and• that the FGD will not discuss specific incidents of SHSA and individuals should not be so identified. Incidents should only be discussed as de-identified situations if they add to the purpose of the workshop.

Stage	Particulars
Questioning	<p data-bbox="464 259 1461 365">The facilitator should prepare a list of questions to the FGD. The questions should be open-ended. They progressively become more specific as the session progresses.</p> <p data-bbox="464 387 636 416">For example:</p> <ul data-bbox="464 439 1461 1899" style="list-style-type: none">• Tell us generally what SHSA behaviours you have witnessed/experienced/been told about in the workplace. Note: make sure you ask participants to omit any identifying information.• What do you think contributes to SHSA in your workplace?• What do you think protects against SHSA in your workplace?• Tell us generally what SHSA behaviours you have witnessed/experienced/been told about in the workplace. Note: make sure you ask participants to omit any identifying information.• What do you think contributes to SHSA in your workplace?• What do you think protects against SHSA in your workplace?• What do you think a policy for preventing SHSA in your workplace should include?• What do you think would be useful to include in a policy for managing SHSA in your workplace?• What would encourage you to intervene if you saw or knew someone was experiencing SHSA?• What would cause you to not intervene if you saw or knew someone was experiencing SHSA?• Have you heard the term passive bystander? (Define: someone who knows of or witnesses SHSA behaviours occurring but does not say or do anything)• Why do you think people may be passive bystanders?• Have you heard the term active bystander or upstander? (Define: someone who knows of/witnesses SHSA behaviours occurring and takes action to intervene or disrupt the behaviour in some way)• Why do you think people may be active bystanders or upstanders?• What do you think [Company Name] has been doing well in preventing and managing SHSA?• What do you think [Company Name] could do better to prevent and manage SHSA?• Are there any areas of the workplace that potentially pose a risk for SHSA?• How frequently does your manager meet with you to ask you about any concerns you have about work?• How often does your manager talk to you about our workplace behaviour policy? <p data-bbox="464 1921 1461 1951">Avoid any questions that give direction to a desired answer. For example:</p> <ul data-bbox="464 1973 810 2047" style="list-style-type: none">• Would you say that ...?• How bad was this ...?

Focus Group Discussion Guide continued

Stage	Particulars
Summary of themes	Summarise the group's discussion. Ask participants if they have anything else to discuss.
Next steps	A session should finish with 'next steps'. This is so participants can understand what happens with their comments, how they will be presented and when they will hear back regarding a plan of action.
Prepare report	<p>Review the data and prepare a report.</p> <p>Developing and sharing a summary of the FGD findings within the organisation is crucial. When workers do not observe any outcomes or subsequent actions resulting from their participation, the significance of participating diminishes, and their willingness to engage in future focus groups decreases.</p> <p>To effectively communicate the key themes derived from the FGD, these can be condensed and presented to workers during face-to-face meetings or through existing communication channels. Additionally, the summary should outline the specific actions that will be undertaken in response to the focus group results.</p> <p>For management, it is recommended to provide a summary of the identified categories along with compelling comments that justify each category. This includes relevant unidentifiable quotes that add depth and meaning to the summary report. However, it is important to ensure that these comments are not attributed to any individual. In cases where multiple FGD are conducted across different departments or workgroups, it can be beneficial to compare the results across groups to identify patterns and common trends.</p>

Sources

Workplace Health and Safety Queensland.
[FGD Guide](#).