DISCCRS VI

Facilitation Techniques
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Overview
- Provide facilitation tools to aid in teamwork for the rest of the week
- Provide resources and understanding of facilitation tools for your professional development

Things to Cover:
- What is Facilitation?
- Facilitation Must-haves
- Facilitation Challenges
- Facilitation Tools and Techniques

Facilitation
- Making easy; bringing out the best in people and results
- Are you offering opinions, making decisions?
- Process expert vs. content expert?
- Expert teams vs. a team of experts?
Facilitation Must-Haves:

**S&N**  
- State the Group’s Goal or Objective

**S**  
- Set Ground Rules

Facilitation Challenges:

**P**  
- Deal with uncertainty

**T**  
- Be neutral when no one else is

**F**  
- “Listen” when no one else is

**J**  
- Keep the process moving forward

**E/I**  
- Be calm

Ground Rules

- Everyone participates, no one dominates
- One speaker at a time
- Help us stay on track
- Share your experiences; short and simple
- Be an active listener; listen as an ally
- Keep an open mind
- Have Fun!

- Ask provocative questions, engage “both” sides of an issue
- Value participant contribution and engage all kinds of participants
Tool #1: Plus/Delta

• A Plus/Delta (+/Δ) Evaluation is used for critiquing group sessions, meetings, classes, events, processes, etc.

• Plus - elements that made the session successful and that you should continue

• Delta – elements that deterred from your progress and should change/improve for future

Tool #2: Issue Bin/Parking Lot

• Capture topics, questions, or issues that detract from the current topic, AND are important to revisit at a later time

• Post on flipchart paper. Keep running list, and commit to time to review

Tool #3: Brainstorming

• Everyone participates

• All ideas are good – no judgment

• Generate as many ideas as possible

• Piggyback on other’s ideas

• Record everything

Tool #4: Clustering/Funneling

• Review and sort options from brainstorming

• Find similarities – make natural groupings

• Delete or combine as necessary

• Provide clarification/supporting evidence

• Post-it notes are great resource

The GOAL of funneling is to have very clear and very different options!
Tool #5: Multi-Voting - Criteria

- Let all participants have a ‘voice’
- State what criteria are important
- Give each participant 2-4 votes from your final list of choices

Tool #6: Success Check-in

- How is it working so far?
- Are we getting the job done?
- How are people feeling about this?

Tool #7: Team Stages

- 1. Forming
  - Tasks:
    - Getting to know each other
    - Agree on goals; determine process
    - Set Expectations
  - Behaviors:
    - Gathering information
    - Making contact
    - No conflict; people trying to “fit” in

Tuckman’s Stages of Team Development

1. Forming
2. **Storming**
   - **Tasks:**
     - Redefining tasks and goals
     - Identifying control issues
     - Interpersonal conflicts arise
   - **Behaviors:**
     - Expressing differences
     - Energy very high
     - Cliques may form; power/control is displayed

3. **Norming**
   - **Tasks:**
     - Agreeing and developing community
     - Sharing of information and tasks
     - Beginning to make progress
   - **Behaviors:**
     - Using consensus
     - Arriving at solutions that support the group
     - See more playfulness

4. **Performing**
   - **Tasks:**
     - Achieving effective and satisfying solutions
     - Creativity flowing
     - Interdependence
   - **Behaviors:**
     - Loyalty and common interests
     - Collaborating
     - High morale and unique identity emerge

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**Tool #8: Feedback**

- What do you think when you hear “I need to give you some feedback…”?
- What are the benefits?
- What are the drawbacks?
- What is feedback?
  - A report on our IMPACT
Tool #8: Feedback as a Gift

- To make it helpful:
  - Ensure readiness
  - Give specific examples
  - Be concise
  - No advice (unless asked for)

- To get the most out of it:
  - Don’t explain, apologize, or justify
  - Clarify, don’t assume
  - Look for “diamonds” in the rough

Tool #9: Dealing with Difficult People

- Examples

- Get in groups of 5-6 people

- Come up with 3 suggestions for dealing with “this” difficult person

Tool #10 - Member Roles

- **Facilitator**
  - Creates an open climate
  - Guides the flow of discussion
  - Moves the group toward decisions
  - Deals with disruptive behaviors

- **Time Keeper**
  - Helps the group stay on schedule
  - Politely reminds the group that time is passing if/when things get bogged down or too drawn out

- **Note Taker** (flip chart or computer)
  - Labels the group’s work (Group name, date, and activity)
  - Records names of team members, group topic, etc.
  - Records key points during discussion
  - Objective!

- **Contributor**
  - Everyone should be a contributor
  - Be concise; courteous; respectful; helpful

- **Reporter**
  - Summarizes key points for group when sharing results
  - Could be anyone in group