

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

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Things to Cover:

- What is Facilitation?
- Facilitation Must-haves
- Facilitation Challenges
- Facilitation Tools and Techniques

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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?

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Facilitation Must-Haves:

- S&N** • State the Group's Goal or Objective
- S** • Set Ground Rules

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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!

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Facilitation Must-Haves:

- S&N** • State the Group's Goal or Objective
- S** • Set Ground Rules
- N** • Ask provocative questions, engage "both" sides of an issue
- E/I** • Value participant contribution and engage all kinds of participants

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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

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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

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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

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Tool #3: Brainstorming

- Everyone participates
- All ideas are good – no judgment
- Generate as many ideas as possible
- Piggyback on other's ideas
- Record everything

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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!

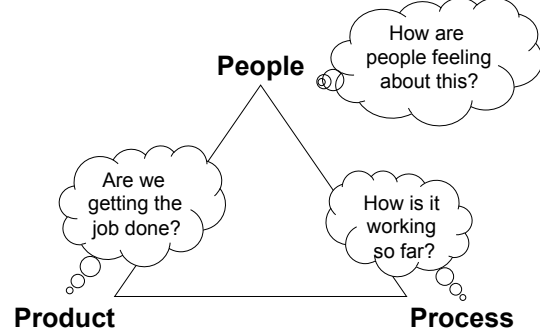
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Tool #5: Multi-Voting - Criteria

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

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Tool #6: Success Check-in



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Tool #7: Team Stages

- 1. Forming
- 2. Storming
- 3. Norming
- 4. Performing

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Tuckman's Stages of Team Development

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

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Tuckman's Stages of Team Development

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

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Tuckman's Stages of Team Development

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

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Tuckman's Stages of Team Development

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

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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

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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

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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

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Tool #10 - Member Roles

- **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

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