

DISCCRS V

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

The Point 

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!

The Point 

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

The Point 

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

The Point 

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

The Point 

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

The Point 

Tool #3: Brainstorming

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

The Point 

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!

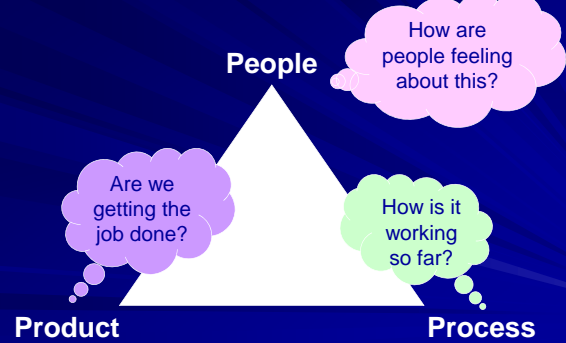
The Point 

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

The Point 

Tool #6: Success Check-in



The Point 

Tool #7: Team Stages

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

The Point 

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

The Point 

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

The Point 

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

The Point 

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

The Point 

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

The Point 

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

The Point 

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

The Point 

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*

The Point 

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*

The Point 