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

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
- Be an active listener; listen as an ally
- Keep an open mind
- Have Fun!
**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 are people feeling about this?
- Are we getting the job done?
- How is it working so far?

Tool #7: Team Stages

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

2. Storming
3. Norming
4. Performing
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

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

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