

Facilitation Skills

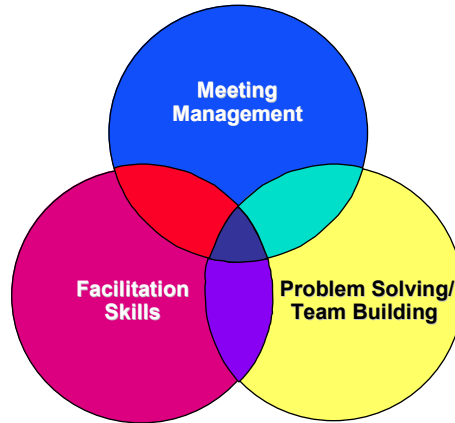


Objectives

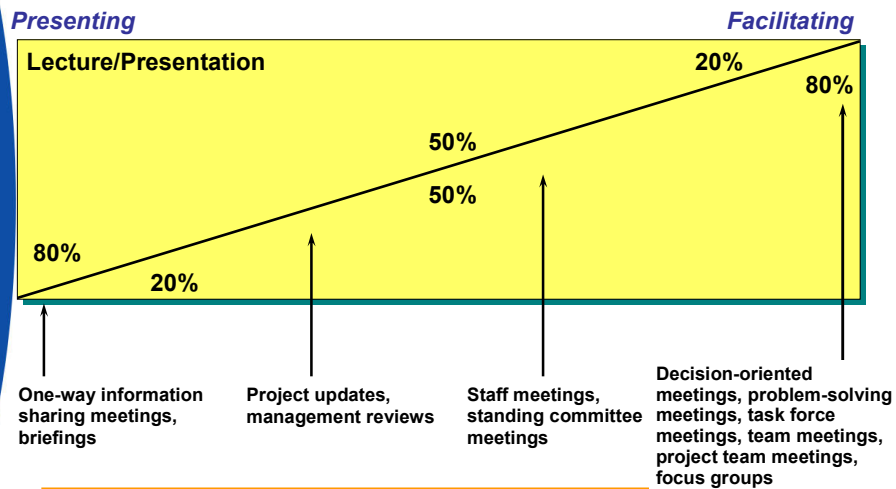
- Develop an awareness of effective facilitation skills & behaviors
- Understand effective meeting management techniques
- Top tips for good facilitation techniques



Three Core Skills Are Involved in Conducting Effective Team Processes

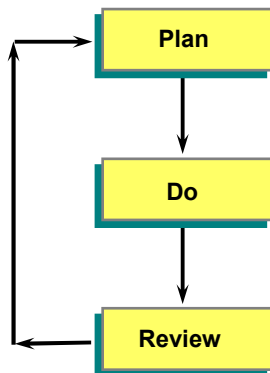


We Participate in All Types of Meetings



Source: *How to Lead Work Teams: Facilitation Skills*, Fran Rees.

Good Facilitation Ensures That the Steps to an Effective Meeting Are Met . . .



- Establish the need
- Set a clear agenda
- Arrange logistics
- Define roles and responsibilities
- Pre-position key contributions
- Identify and overcome barriers
- Follow the agenda
- Record group thinking
- Practice good meeting behaviors
- Encourage participation
- Identify next steps
- Note benefits and concerns
- Evaluate effectiveness
- Circulate meeting summary
- Follow up on next steps
- Incorporate benefits and concerns into next meeting plan




Ensure a Proper Meeting Environment


- Meeting place
- Room set up
- Equipment, materials
- Catering



Plan for Participation

- Start with an activity that includes everyone
 - Keep presentation time short
 - Structure meeting so that group talks 80%–90% of time
 - Include small group or sub groups, if appropriate
 - Use “parking lot” for storing issues which may get you off track
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Review Each Meeting

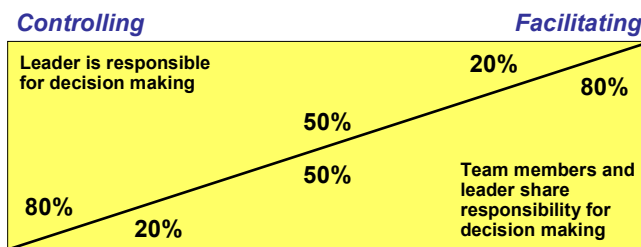
- Evaluate effectiveness
 - Circulate Notes
 - Follow-up on assignments
 - Coach each other
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A Key Success Factor for the Facilitator Is to Identify and Overcome Potential Barriers

- Barriers may include . . .
 - Uninformed participants
 - Uncooperative participants
 - Lack of authority to accomplish objective
- Solutions may include . . .
 - Disseminating information prior to meeting
 - Pre-positioning participants
 - Setting a more limited objective
 - Not meeting



Good Facilitation Skills Apply in Many Meeting Situations



• Controlling Leader's Role:

- Tell
- Sell
- Direct
- Decide
- Delegate
- Solve problems
- Set goals
- Use authority to get things done

• Facilitating Leader's Role:

- Listen
- Ask questions
- Direct group process
- Coach
- Teach
- Build consensus
- Share in goal setting
- Share in decision making
- Empower others to get things done



Source: *How to Lead Work Teams: Facilitation Skills*, Fran Rees.

Good Facilitation Includes Specific Behavioral Skills

- Ask open ended questions
- Positively respond to contributions from the group
- Ask for more specific examples
- Redirect comments or questions to other group members
- Avoid stating your opinion while facilitating
- Paraphrase for clarity and understanding



Control the Meeting Process: Facilitators Responsibilities

- Follow the agenda
- Record ideas
- Encourage good meeting behaviors
- Encourage participation

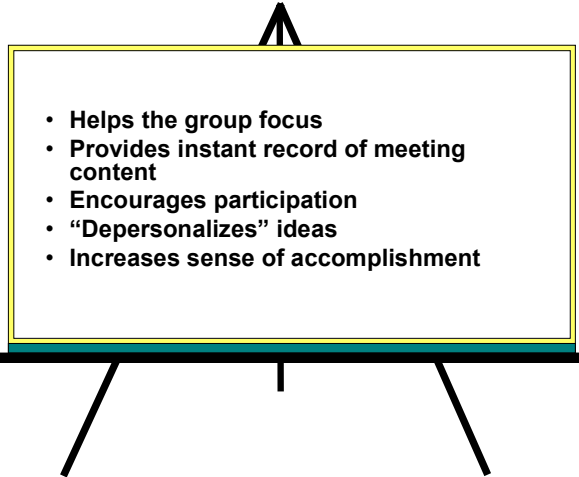


Meeting Roles: Facilitator

- Guides the process
- Make it “safe” for everyone to participate
- Records group ideas and decisions
- Monitors time contract
- Brings team back on-track when needed
- Promotes team work
- Helps team lead & resources to get more done in less time



The Group Memory: Flipchart Recordings

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- The flipchart is a white rectangular board with a yellow border, mounted on a black stand with three legs. It is positioned centrally on the slide.
- **Helps the group focus**
 - **Provides instant record of meeting content**
 - **Encourages participation**
 - **“Depersonalizes” ideas**
 - **Increases sense of accomplishment**



