Facilitation Tips

Discussions, Decisions, and Challenges

Sample

REGION 13
EDUCATION SERVICE CENTER

INTRODUCTION

In the life of every group, there are many opportunities for misunderstandings, disagreements over differences, and full-blown conflicts. Use of effective facilitation skills enables the work and outcomes of any group to be more successful.

Facilitation techniques can improve

- ▶ Meeting management
- ▶ Collaboration
- ▶ Conflict prevention
- ▶ Problem identification

- ▶ Solution generation
- ▶ Decisions through consensus
- ▶ Implementation of decisions
- ▶ Impact of decisions

This book is intended to

- ▶ Provide reminders of facilitation concepts and tools
- ▶ Serve as a "take along" to prepare for discussions and meeting

- ▶ Promote facilitation reflections for improvement
- ▶ Give space and blank pages to add your ideas as you go

Sample

What Is Facilitation?

Facilitation is a process in which a person intervenes to help increase the group's effectiveness by how it

- ▶ Identifies
- ▶ Discusses
- ▶ Solves problems
- ▶ Makes decisions

Facilitation is the key to opening others' minds and options. Facilitation is defined as *making things easier.*

Facilitation Promotes Satisfaction

Successful facilitation of any group promotes procedural, psychological, and substantive satisfaction among the group members. Any group member, regardless of role, can facilitate interactions and impact decision-making and outcomes.

Sample

Facilitator as Intervener

Effective facilitators

- ▶ Consider the group's task(s) and goal(s)
- ▶ Establish or follow an agenda designed to accomplish the task(s)
- ▶ Intervene throughout the group's process to increase the group's successful completion of the task(s) and goal(s)

Facilitator interventions should be thoughtful and intentional.

The 4 Whats

Questions the facilitator should consider prior to intervening

4

- ▶ What's happening?
- ▶ What do I *not* want to do?
- ▶ What do I want to accomplish?
- ▶ What intervention is most likely to be effective right now?

Sample

Group Satisfaction

Procedural: Process and Structure

- ▶ Before the meeting
- ▶ During the meeting
  - Decision making
  - Consensus
- ▶ After the meeting

Psychological: Interactions and Participation

- ▶ Listening
- ▶ Questioning
- ▶ Summarizing with neutral language
- ▶ Acknowledging and affirming
- ▶ Separating interests from positions

Substantive

- ▶ Content
- ▶ Outcomes

Sample

6

Psychological: Interactions and Participation

- ▶ Listening
- ▶ Questioning
- ▶ Summarizing with neutral language
- ▶ Acknowledging and affirming
- ▶ Separating interests from positions
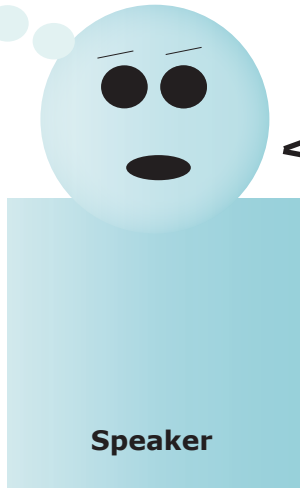
Psychological Satisfaction

Sample

Psychological Satisfaction: Underlying Interests

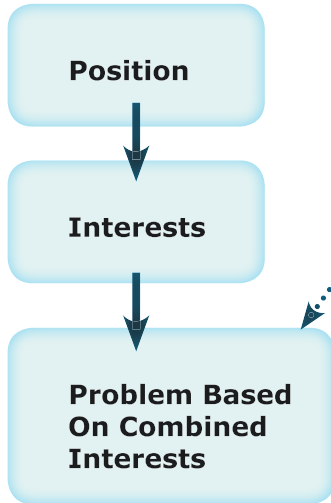Underlying interests: Reasons behind the demand for specific solutions

=

Statement of the real problem based on underlying interests.

Position: Wants/demands/solutions

"I want ____."

Speaker

52

Sample

Interests/Positions

Psychological Satisfaction: Problem Statement

Position

Interests

Problem Based On Combined Interests

▶ A well defined problem promotes active participation in creating solutions.

▶ Define the problem based on needs, not solutions.

▶ Use positive language.

▶ Turn complaints into goals.

▶ A well defined problem can serve as a goal for the discussion.

Question — "How can we provide emotional support to your son while maximizing instructional time? How can _____ while at the same time _____?"

Statement — "Identify ways to improve communication."

List — "How can we _____ in a way that:"
-
-
-

Sample

54

Tip Title

Example

ADD
YOUR
OWN
TIP

Sample