

# SYFS Lesson Two

## Facilitating for Success

Name: Jane Haskell & Ellen Rowe

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# Lesson Two Objectives

Participants will:

- Learn the value of meeting room design as related to contracting.
- Strengthen understanding of core facilitation competencies.
- Learn how group stages impact group process.
- Learn how facilitation guiding principles and practices affect facilitation style.



# Objectives cont'd

- Understand how hindering and helpful behaviors affect the management of groups.
- Learn how to design a meeting process based on the facilitation map.

# Design an Ideal Meeting Space

## Instructions

- Using your easel, flip chart and markers, work together to design and draw an ideal meeting space for the meeting described on your Meeting Space Card.
- List the tools, supplies and resources the meeting would need.
- Consider how this activity relates to the contracting phase of facilitation.
- You will have 15 minutes to complete the activity, after which you will report your findings to the large group.



# Core Values of Facilitation

Valid information

Free and informed choice

Internal commitment

Compassion

# *What is Facilitation?*

Facilitation is the design and management of structures and processes that help a group:

- Work together successfully.
- Identify and minimize problems.
- Increase effectiveness.

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(Justice and Jamieson, 1998)



# *The Facilitator*

- Helps the group increase its effectiveness by improving its process and structure.
- Acts as a neutral guide who takes an active role in managing the group's process.
- Intervenes in a manner that teaches the group facilitation skills, thereby decreasing the group's dependency on the facilitator.

(Schwarz, 2002)

# Helpful Behaviors:

- *Active Listening*– looking at the person who is speaking; nodding; asking probing questions and acknowledging what is said by paraphrasing points he/she has made.
- *Supporting*– encouraging others to develop ideas and suggestions; giving recognition for ideas.
- *Probing*– going beyond surface comments by asking group members to uncover hidden information.

- *Clarifying*– asking group members for more information about their meaning or intent; clearing up confusion.
- *Offering Ideas*– sharing suggestions, ideas, solutions and proposals.
- *Including Others*– asking quiet members for their opinions, making sure no one is left out.

- *Summarizing*– pulling together ideas from a number of people; determining where the group is and what has been covered.
- *Harmonizing*– reconciling opposing points of view; linking together similar ideas; pointing out where ideas are the same.
- *Managing Conflict*– listening to the views of others; clarifying issues and key points made by opponents; seeking solutions.

*(Bens, 1999)*

# Time Line for Developing a Meeting Design

- Intentional Facilitation Practice: Developing a Meeting Design – *25 minutes*
- Focused facilitator feedback in small groups – *10 minutes*
- Small group presentations of meeting designs – *30 minutes*
- Large group discussion – *10 minutes*

# 4 Elements of Meeting Closing

- A sense of what was valuable to you;
- Content that is relevant to real work situations;
- Action planning; and
- A sense that you have travelled a worthwhile learning journey.