

# Positive, Collaborative Attitude



# Facilitation for Case Study

- Facilitate: to make simple
- Techniques to use
- How to “unstick” the group
- How to listen

# Positive, Collaborative Attitude



## Involves:

- Maintaining your neutrality
- Creating “win-win” situations
- Staying flexible
- Being non-defensive
- Staying patient

## Positive, Collaborative Attitude



- Gives process/steps to guide the group
- Everyone participates on an equal basis.
- Provides safe environment for all participants
- Anger and conflict are directed in a positive manner
- Group finishes its task/s in a timely manner

# Facilitative Skills & Behaviors



*Actions anyone takes to make a meeting run smoothly*

**Preventions:** Facilitative behaviors done at the start of or during a meeting that prevent the meeting from getting off track.

**Interventions:** Facilitative behaviors done during the meeting that help get the meeting back on track.

# Facilitative Skills & Behaviors



## Preventions:

- ✓ **Get agreement on desired outcomes, agenda, roles, decision making method & ground rules.**
- ✓ **Make process suggestions before proceeding.**
- ✓ **Get agreement on how team will proceed.**
- ✓ **Listen to understand.**
- ✓ **Educate the team (process commercials).**
- ✓ **Ask open ended questions.**
- ✓ **Be positive – encourage participation.**

# Facilitative Skills & Behaviors



## Interventions:

- ✓ **Boomerang**
- ✓ **Maintain/regain focus**
- ✓ **Say what's going on**
- ✓ **Avoid process battles**
- ✓ **Enforce process agreements**
- ✓ **Accept/legitimize/deal with or defer**
- ✓ **Use body language**
- ✓ **Provide useful feedback**
- ✓ **Use humor**
- ✓ **Protect others from personal attack**

# Facilitative Skills & Behaviors



## Creating & Balancing Form & Void:

Creating **Form** is actively providing meeting participants with a framework or approach to managing themselves and moving toward their desired outcomes.

Creating **Void** means figuratively and literally stepping back and allowing for open space in the room both verbally and physically.

# Facilitative Skills & Behaviors



## Creating & Balancing Form & Void:

### Create form by:

- ✓ Suggesting a process.
- ✓ Asking a specific question.
- ✓ Suggesting a rough structure for categorizing data.
- ✓ Looking at the speaker rather than the other team members.

# Facilitative Skills & Behaviors



## Creating & Balancing Form & Void:

### Create void by:

- ✓ Not speaking when there is silence.
- ✓ Asking a very open-ended question.
- ✓ Moving away from the group or group memory.
- ✓ Look at other team members rather than person speaking.

# Facilitative Skills & Behaviors



## Creating & Balancing Form & Void:

### Critical questions:

- How can I best help focus the *cognitive energy* of the group?
- How can I best build and maintain the *physical energy* of the group?
- How can I best limit *emotional or physical drain*?

# Facilitative Skills & Behaviors



## STRATEGIC MOMENTS

*Are...*

Points in facilitation where the group must decide what to do next and how to go about doing it.

# Facilitative Skills & Behaviors



## STRATEGIC MOMENTS

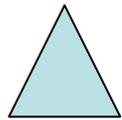
### Important because...

- ✓ They occur continuously throughout meeting.
- ✓ They can stop progress of overall efforts.
- ✓ They are a key challenge facing a facilitator.



# STRATEGIC MOMENTS

## Process...



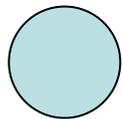
What is the situation?

- the context
- the goal



What are the things that need to be done?

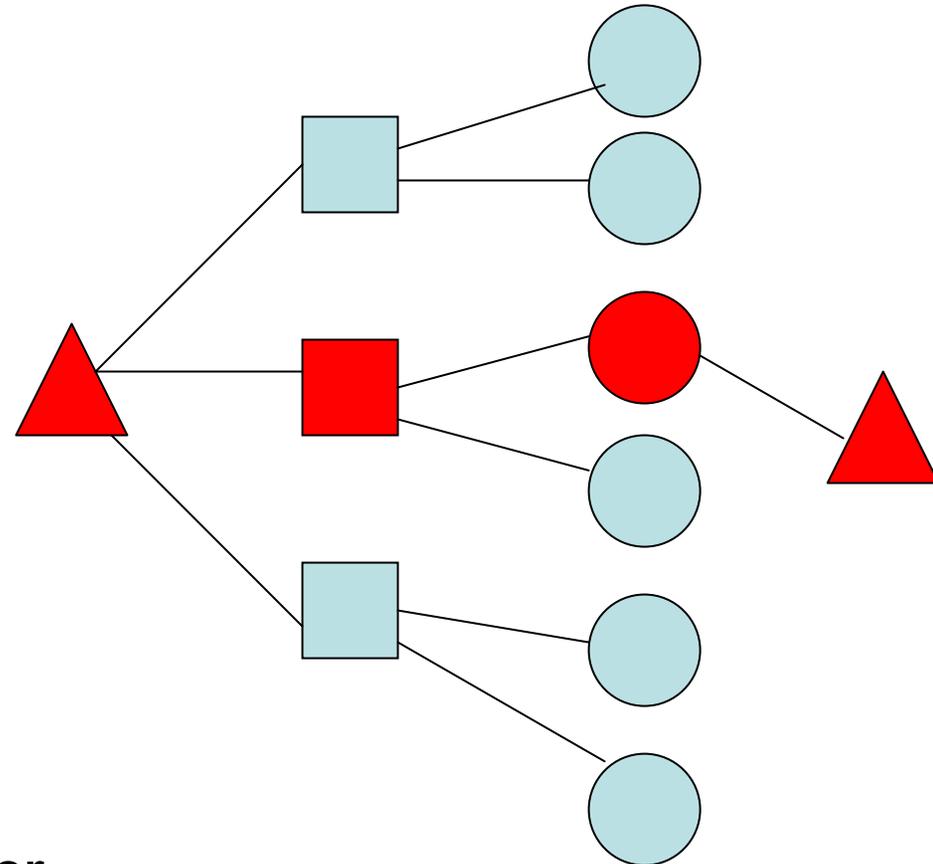
- key agreements



How do I put it into operation?

- tool
- facilitative behavior

## Pathway...



# ACTIVE LISTENING

ENCOURAGES INFORMATION FLOW

IS SUPPORTIVE

FOCUSES ON IDEAS, NOT PERSONALITIES

IS NOT JUDGEMENTAL

IS SENSITIVE TO NONVERBAL INFORMATION

GIVES PROOF THAT YOU ARE LISTENING

---

**My goals for this  
practice are to:**

---

---

---

# ACTIVE LISTENING

DETECTS ERRORS IN ASSUMPTIONS

HELPS INDIVIDUALS LET GO OF ANGER

BUYS TIME, ALLOWS FOR THINKING

MOVES TOWARD PROBLEM SOLVING

HELPS PEOPLE SOLVE THEIR PROBLEMS

**BUILDS A TEAM**



# BLOCKS TO EFFECTIVE LISTENING

---

THINKING ABOUT OTHER THINGS

---

IMPATIENT INTERRUPTING

OUR DESIRE TO REBUT

OUTSIDE DISTRACTIONS

---

JUMPING TO CONCLUSIONS

A PRECONCEIVED “WRITE OFF”

---

THE AUTOMATIC DISCARD