

Facilitation Tools and Techniques for Collaborative System Change

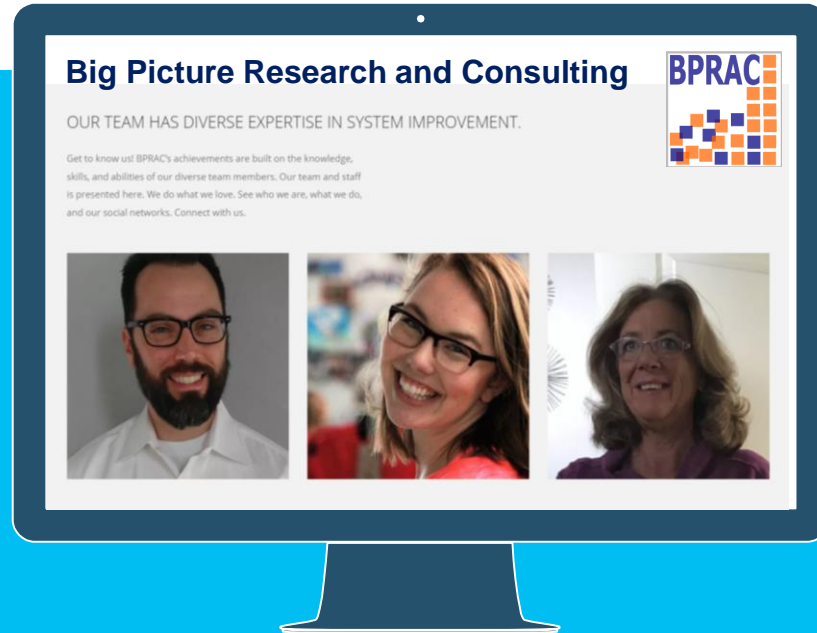
Erin Manske, Big Picture Research and Consulting

National Citizen Review Panel Conference 2019

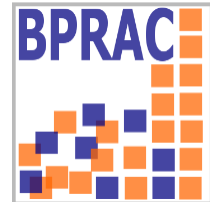


About BPRAC

We use comprehensive research and evaluation, data analytics, and stakeholder facilitation for sustainable system improvement.



Good facilitation empowers meeting attendees to **think** more creatively, **ask** better questions, and **do** more good work.



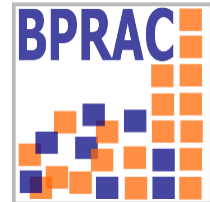
Purpose of this session is...

To learn about 5 keys of good facilitation.

We will be successful if meeting participants...

1. can identify 5 keys of good facilitation
2. have practiced asking imaginative questions
3. understand one way to build agreement and accountability
4. leave with a list of resources

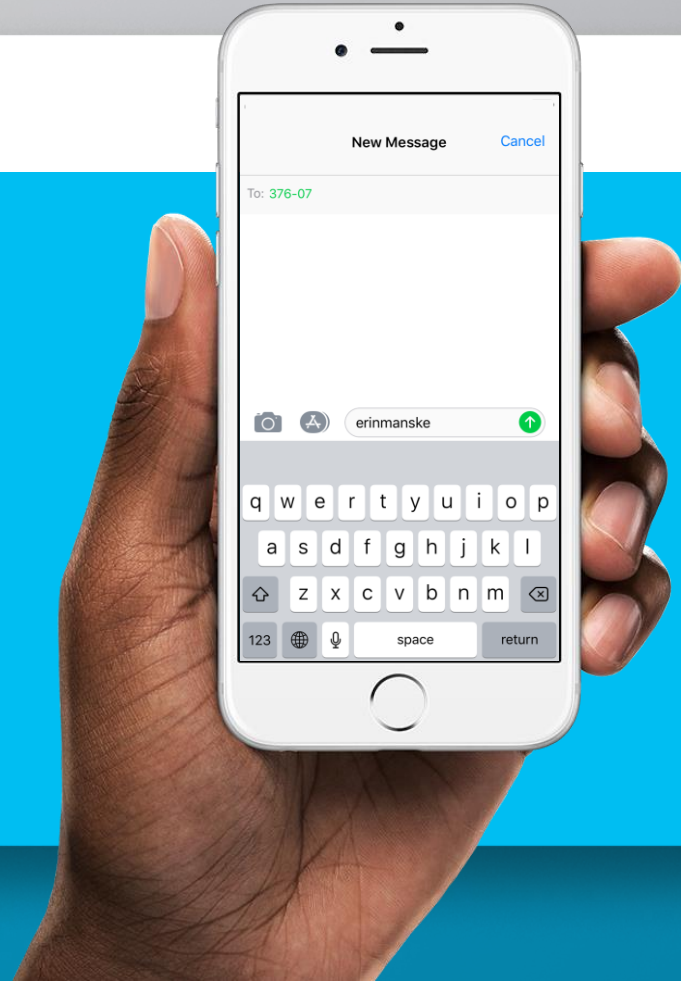
- » **Virtual and Small Group Activity**
- » **Short Presentation:** Keys of Good Facilitation
- » **Skill Development:** Asking Good Questions
- » **Skill Development:** Building Agreement and Accountability
- » **Overview of Resources**
- » **Questions and Answers**



Connect to
PollEverywhere

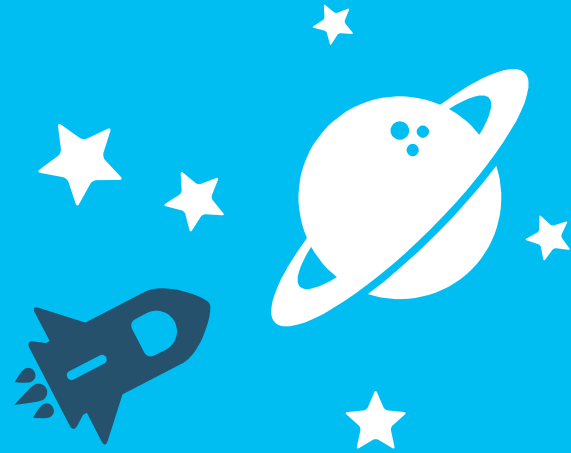
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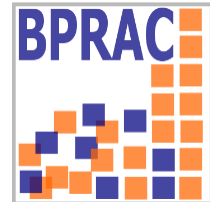


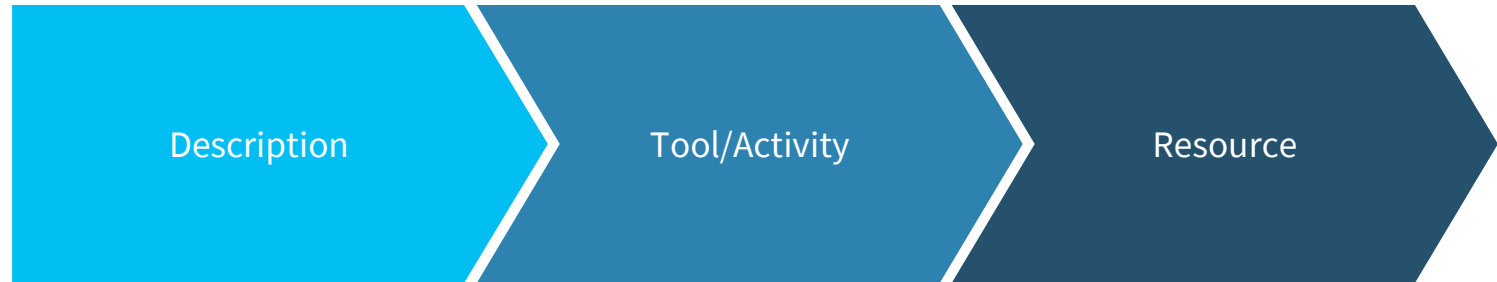
TRIZ

Make Space
for Innovation



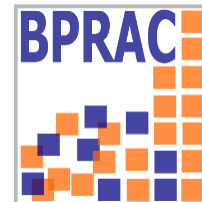
- 1. Be the expert on the process.**
- 2. Define what success looks like for meeting attendees.**
- 3. Ask good questions.**
- 4. Use tools to help build agreement and accountability.**
- 5. Share successes and keep momentum.**





1.

Be the Expert on the Process



(Facil)-itator

Facil means easy. Your job is to make it easy to participate.

- » **Let go** of the pressure to have the answers or to solve the problems.
- » The answers and solutions exist within the expertise and experiences of **people in the room**.
- » It is your job to **unlock** the answers and solutions by making conversation, collaboration, and participation **easy**.

Positive assumptions

- » Everyone is here because they believe in the cause.
- » All voices have equal weight.
- » There is a path forward.

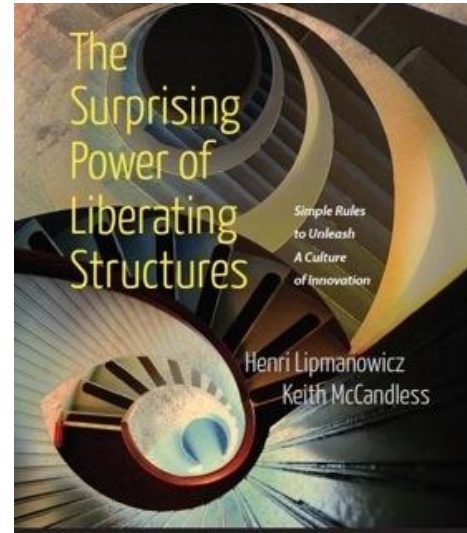
Pro Tip: For particularly challenging conversations or groups, share these assumptions with the group.

- » **TRIZ:** Clear space for innovation by helping a group let go of what it knows (but rarely admits) is limiting its success by inviting creative destruction.
- » **1, 2, 4, ALL:** Include everyone. Generate better idea and more of them, faster than ever before. Participants own the ideas so buy-in and implementation is simplified.

Liberating Structures

Is a way to approach and design how people work together. It provides a menu of 33 activities for facilitators to use in meetings:

www.liberatingstructures.com



2.

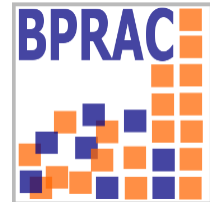
Define what success looks like.



People want to
be successful.

Show them how.

- » **Share a clear purpose statement** with meeting attendees.
- » **Share a success checklist** with meeting attendees.
- » **Develop and follow a detailed agenda** for yourself.



Purpose of this session is...

To learn about 5 keys of good facilitation.



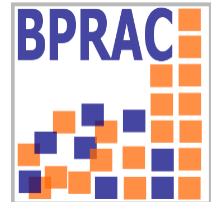
**Example from
this workshop:**

We will be successful if meeting participants...

1. can identify 5 keys of good facilitation
2. have practiced asking imaginative questions
3. understand one way to build agreement and accountability
4. leave with a list of resources

3.

Ask good questions.





*Talk less and ask more.
Your advice is not as good
As you think it is.*

– Michael Stanier,
The Coaching Habit (page 59)

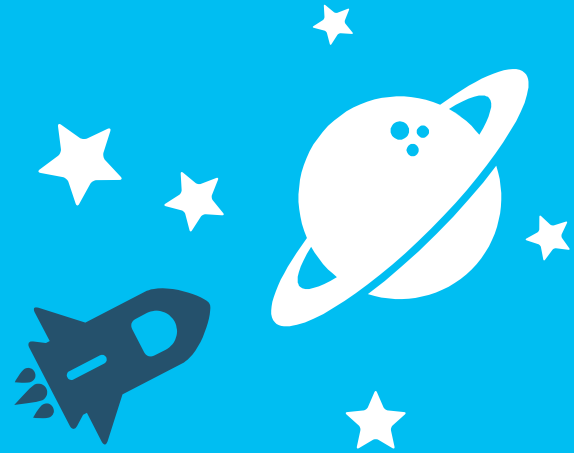
Good questions help people give good answers.

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Questions are not always easy for your audience or meeting participants to answer. Sometimes participants are nervous, sometimes they are concerned about getting in right, and sometimes they simply do not know the answer.

Good facilitators make coming up with the answer easy by asking the question in a way that draws an image for each participant.

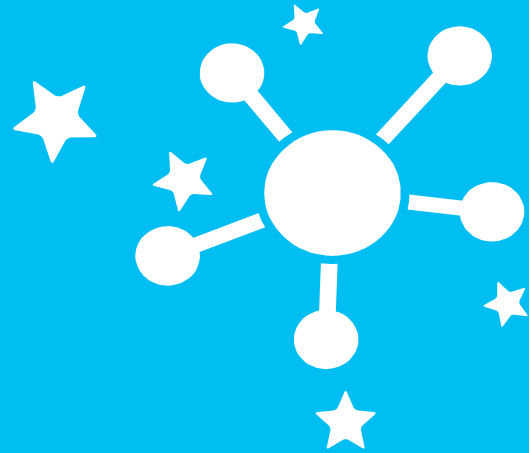
Small Group Activity



Build an an image-generating question

1. Start with an image-generating phrase: Imagine, Think about, Consider, If...
2. Extend the image with at least two phrases so that they can see the answer: what was in front of you, how did you feel, who participated in...
3. Ask the direct “you” question

TRY IT



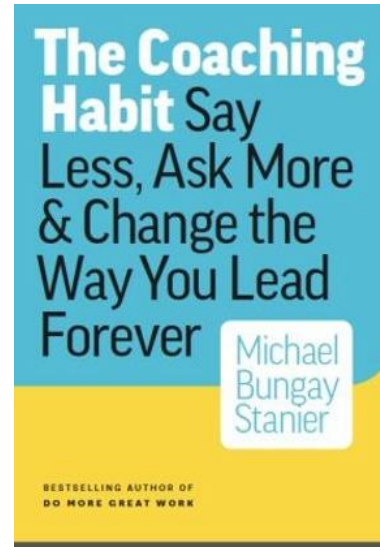
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Pro Tip

Plan your questions ahead of time. Otherwise, you will default to an image-blocking question.

Ask an image-building question for every line in your agenda.



4.

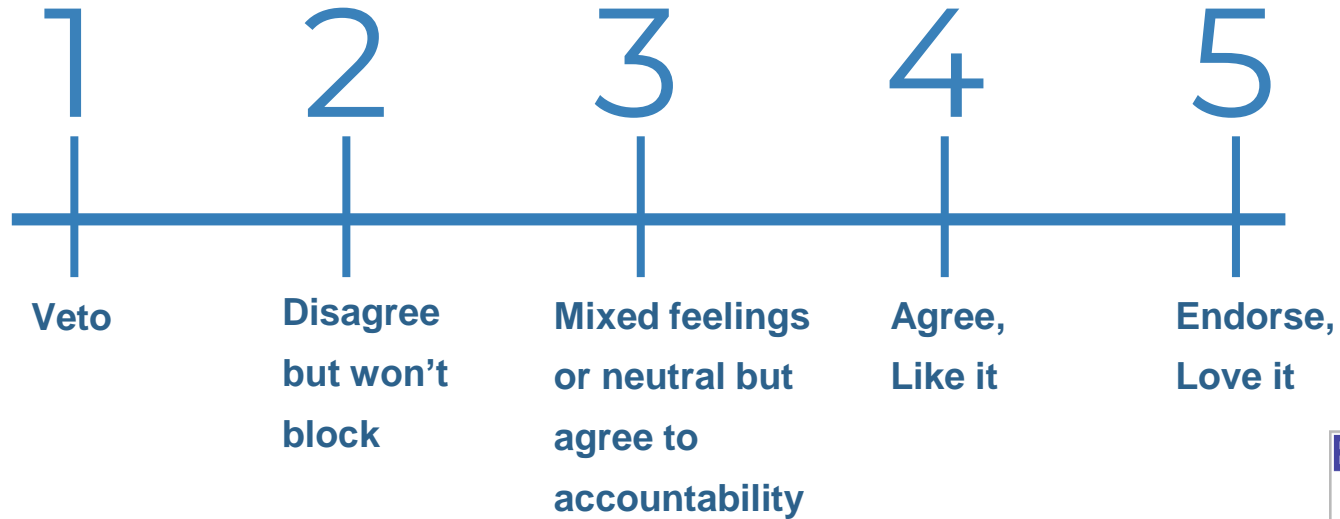
Use tools to help build agreement and accountability.



- » The goal is to make decisions that the group is **supportive of**, and to which each individual in the group can be **held accountable**.
- » Go beyond expressing support in terms of “yes” or “no”.

Pro Tip: Use the gradients of agreement in workgroups, to build consensus on a shared purpose, or to develop a policy that all sides support. If your organization uses Robert's Rules of Order or makes decisions by a majority vote, use the Gradients of Agreement to build the statement first. Then, vote on the agreed on statement.

BUILDING CONSENSUS – Gradients of Agreement



5.

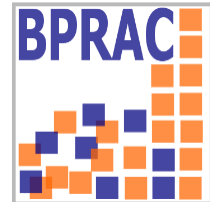
Share successes and keep momentum.



People want to
be successful.

And because of you, they were!

RESOURCES



✓ **Liberating Structures**

Is a way to approach and design how people work together. It provides a menu of 33 activities for facilitators to use in meetings:

www.liberatingstructures.com

✓ **The Coaching Habit**

Is a book that challenges you to “say less, ask more, and change the way you lead forever”. The book is written by Michael Bungay Stanier.

✓ **Gradients of Agreement**

Is a tool to help build agreement and accountability among diverse groups of stakeholders. The tool can be printed from this PPT.

✓ PollEverywhere

Is an interactive way to gather live responses. Word clouds, multiple choice and open-ended question options are available:
www.polleverywhere.com

✓ SlidesCarnival

Has tons of user-friendly, free PPT and Google Slides templates complete with graphics and icons.
www.slidescarnival.com/category/free-templates

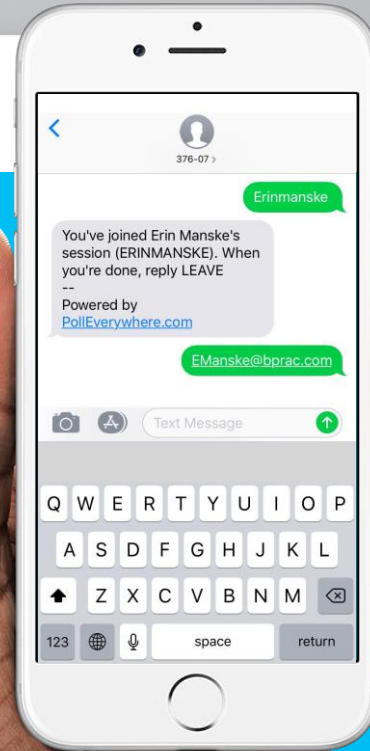
Zoom

Is a user-friendly, interactive, virtual meeting space. It allows for full-group discussions, breakout rooms, and document sharing.
www.zoom.com

To receive a copy of this
PPT and the reference
materials:

Text: your email
address

To: 37607



Purpose of this session was...

To learn about 5 keys of good facilitation.

Were we successful?

1. Can you identify 5 keys of good facilitation?
2. Have you practiced asking imaginative questions?
3. Do you understand one way to build agreement and accountability?
4. Are you leaving with a list of resources?

What questions do you have?



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