

The ART OF FACILITATION

June 19, 2024

The HUB at Mulberry Mill
Bloomsburg, PA



Columbia County
PLACEMAKING INITIATIVE



About This Project

- Rural Placemaking Innovation Challenge
- Columbia County Placemaking Plan
- Implementation Support through September 2024



Learning Objectives

- Understand facilitation both as a process and as a skill
- How to prepare for and conduct a facilitated meeting
- Tools that help a facilitator
- Managing Dysfunction
- Keeping the Energy up in a meeting and building consensus
- Closing a meeting and following up
- Common terms used in facilitation
- Your questions answered

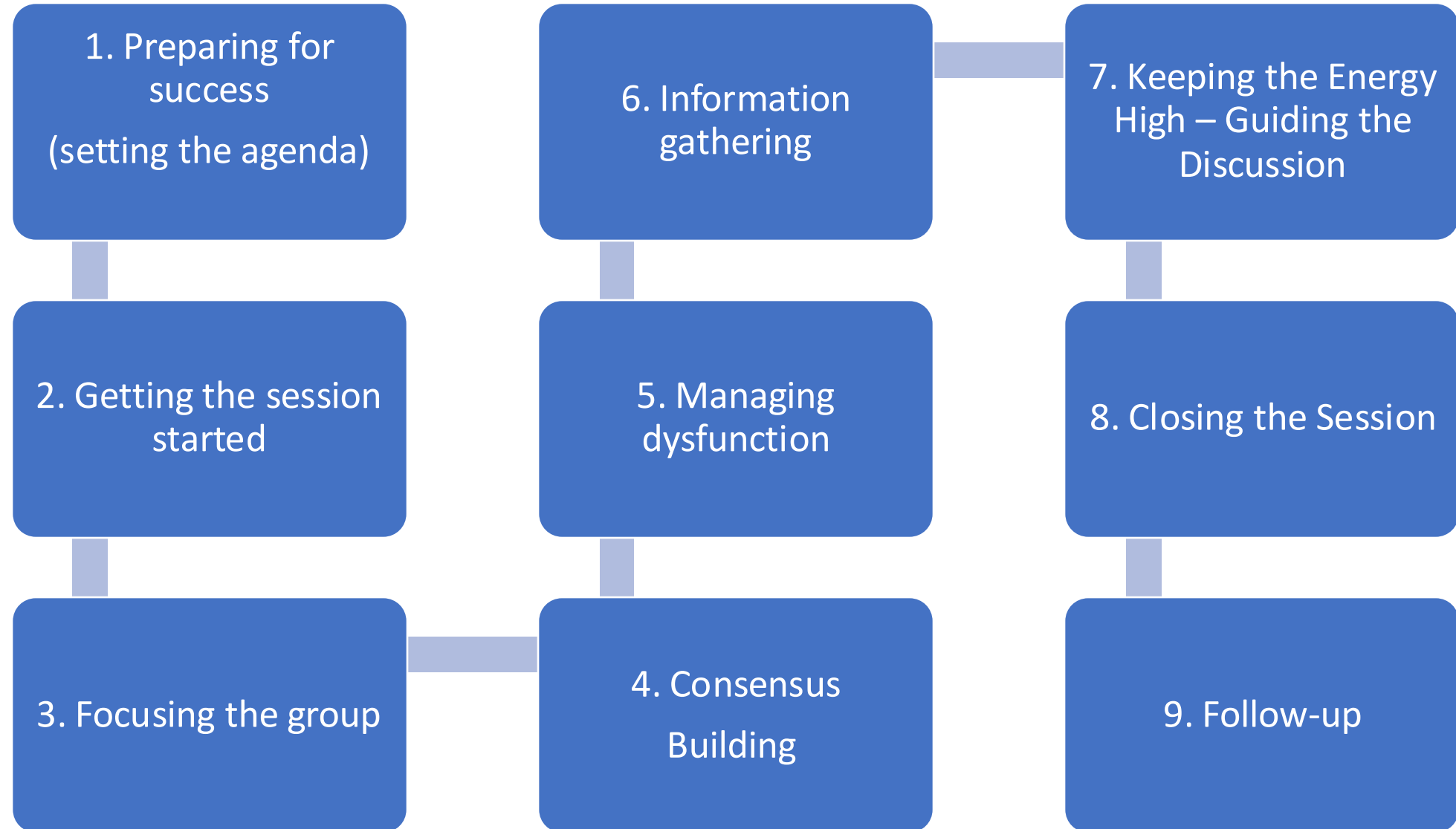


Facilitation is Both a Process and a Skill.

- **As a process** – it is used to help a group work collaboratively and productively.
- **As a skill** - it uses techniques and strategies aimed at fostering collaborations, which ultimately help the group achieve its goals.



As a Process





Skills that Support the Process

Key Skills of an Effective Facilitator

- Listening and Communication Skills
- Planning Skills
- Organizational skills
- Ability to ask open-ended questions – with a curious mind
- Ability to manage time
- Control the Group Think
- Feedback and Reflection, Conflict Resolution
- Using the right tools at the right time.





Facilitator Responsibilities

- Design and Plan
- Guide and Control

Tips to remember as a Facilitator

1. Stick to the overall event agenda and objectives

2. Understand the audience, be inclusive

3. Use the tools available

4. Set the stage, create an atmosphere safe for dialogue

5. Talk less, get things flowing, intervene only if absolutely necessary

6. Monitor checkpoints, keep in control of the agenda

7. Appreciate everyone's input

8. Be gentle to get the group's attention, park ideas if needed, and stay the course

9. Pay attention to group behavior, both verbal and non-verbal

10. Make the results clear and visible

Getting Started



Using a Facilitator's Agreement

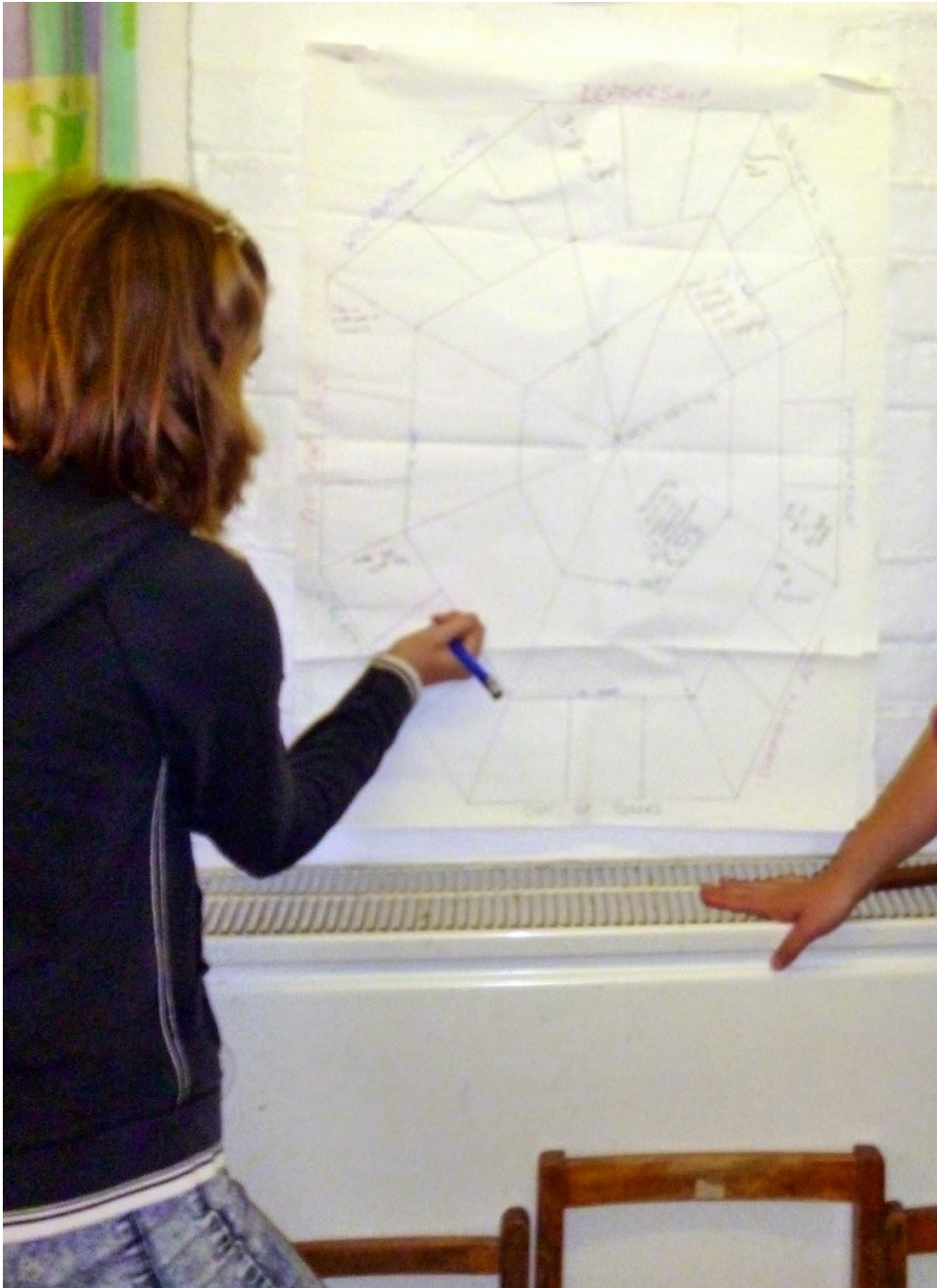
Facilitator's Responsibility



Workgroup Responsibility



Tools a Facilitator can Use



Engaging Participants

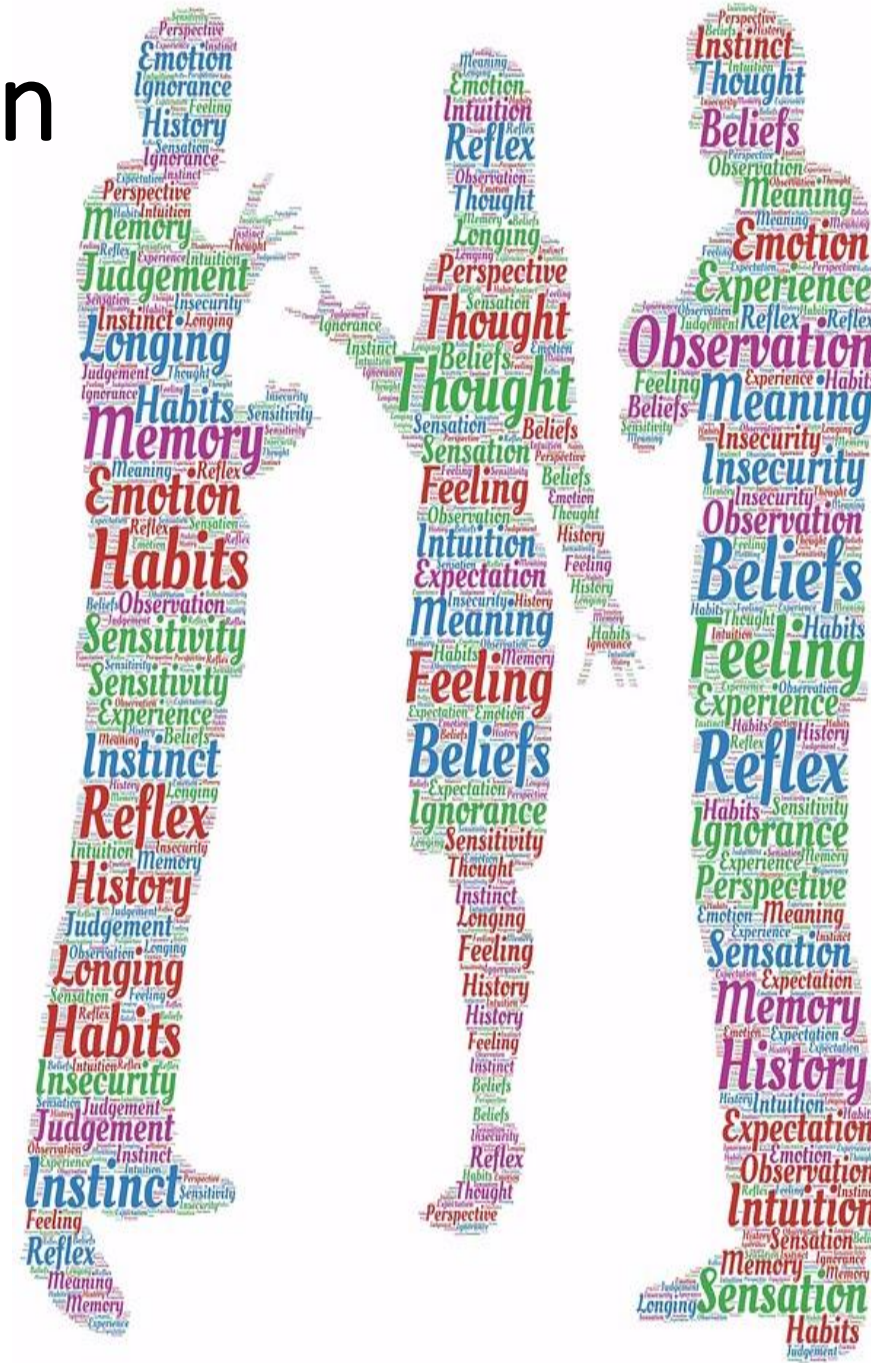


Managing Dysfunction



Strategies for Managing Dysfunction

1. Stay Calm
2. Acknowledge and Validate
3. Redirect Attention
4. Set Ground Rules/Agreements
5. Use Structured Facilitation Techniques
6. Address Disagreements Constructively
7. Encourage Participation
8. Manage Time Effectively
9. Be Flexible
10. Follow up



Disagreements and Agreements

Interpersonal conflict:

Between individuals

Intergroup conflict:

Between groups of
people

A Look at People and Groups

1. Interpersonal:

- Conflict between two people

2. Intrapersonal:

- Conflict within oneself

3. Intragroup:

- Conflict that happens among people on a team

4. Intergroup:

- conflict among different teams/depts within an organization.

CAUSES & CONDITIONS OF CONFLICTS IN MEETING

- Differing preferred outcomes.
- People become more assertive when an issue is important to them.
- Confident in knowledge or understanding of the issue.
- Assertive when the direction is contrary to their preferred outcome.
- Some are just naturally more assertive.



PLEASE

TELL ME MORE

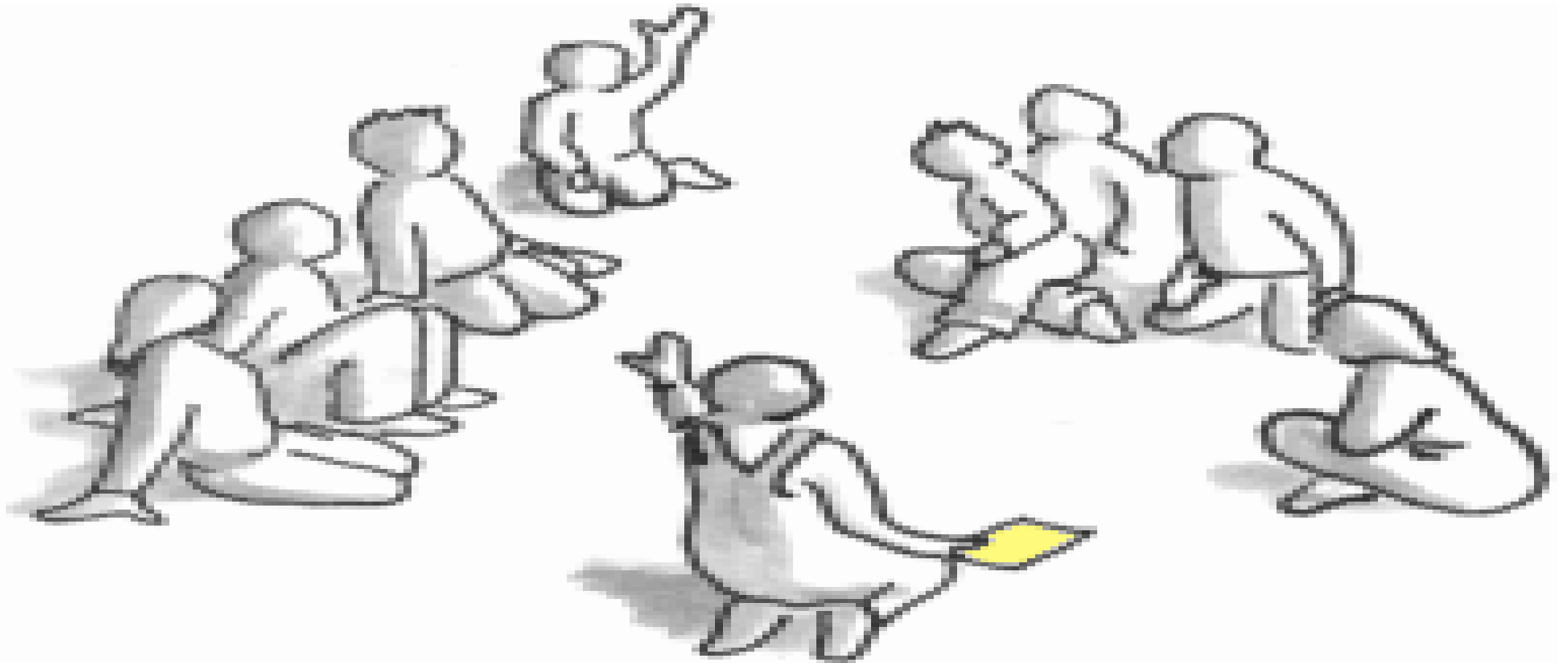
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Probing Statements

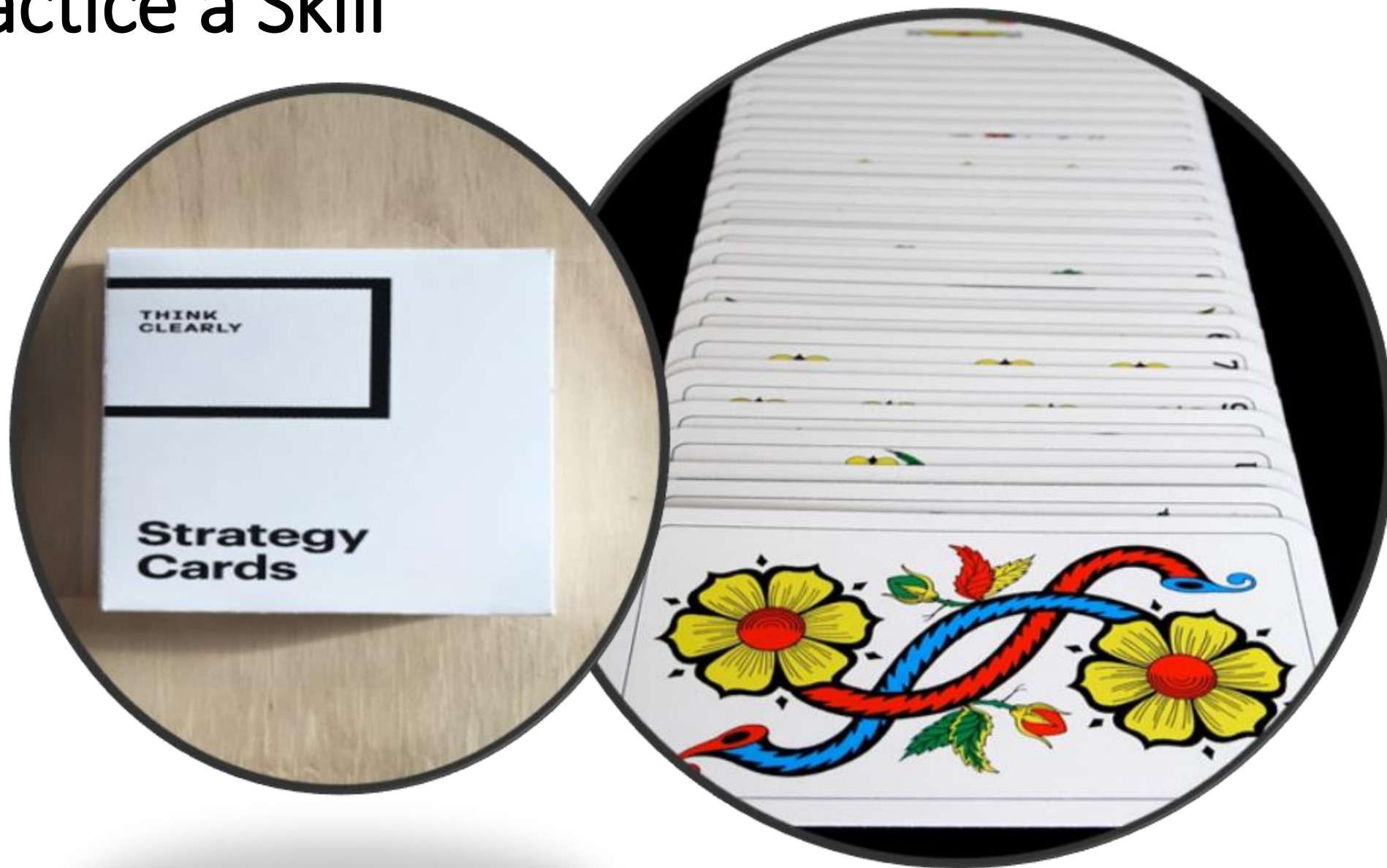
Brainstorming to Elicit Ideas



Consensus Building



Practice a Skill



Keeping up the Energy – Creating Energy



Wrapping up





Follow-up - After the Meeting

1. Show Appreciation.
2. Recap the Meeting.
3. Highlight the Key decisions.
4. Propose the next steps.
5. Include the next meeting Date
- if applicable and known.

Rapid Fire - Facilitation terms

- Agenda
- Agility
- Brainstorming
- Collaboration
- Open-ended questions
- Curiosity
- Parking Lot
- Transitions



Questions





How to Reach Us

Angela Callie

(610) 659-6817

acallie@hailstoneeconomic.com

Jessica Aviva, Ph.D.

(484) 225-4929

jdreistadt@hailstoneeconomic.com