

What Makes a Great Facilitator?

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While We Are Getting Started

Please use the chat function to share your responses:

What are the characteristics of a great facilitator?



Our Objectives Today

- What C level executives expect as participants in a meeting
- The six critical skills for effective facilitation
- A great activity to manage egos
- How you can manage conflict as a facilitator

Setting the Stage

What is the difference between training and facilitation?

Use the chat to share your responses.



Setting the Stage

Comparison: Training versus Facilitation

Training	Facilitation
Delivering information	Facilitating discussion
Sharing knowledge	Allowing participants to share knowledge
Aligned to predetermined individual learning objectives	Aligned to session desired outcomes
Trainer may be a SME or delivering SME content	Participants are SMEs or experts on the subject matter
Has learners	Has participants
About individual learning	About group outcomes

“The role of the facilitator involves helping performers, performer’s managers, process owners, and stakeholders to discover new insights and work to make positive changes in the organization.” (ATD Learning System, 1.7 Facilitation Methods)

C-Level Expectations



What our SMEs Told Us



Our SMEs identified 29 skills needed for effective facilitation and then selected the six critical ones.

The Six Critical Skills for Facilitators

1. Defining Session Outcomes
2. Recognizing Group Dynamics
3. Gaining Credibility
4. Asking Good Questions
5. Managing Conflict
6. Facilitating Ideas and Decisions



Defining Session Outcomes

- Interview individuals in advance
- Post the outcomes throughout the session
- If needed, define outcomes with participants at the start of the session



Recognizing Group Dynamics

- Identify behavioral styles
- Conduct a pre-meeting with participants
- Facilitate a relevant activity that allows participants to discover/observe styles



Let's Practice: Managing Egos





Polling Question

What is the most effective way to gain immediate credibility with your participants?

- a) Do your homework prior to the session.
- b) Have a confident, but unassuming posture.
- c) Connect with the participants and foster dialogue.
- d) Set the ground rules in a friendly way.

Gaining Credibility

Demonstrate confidence and command attention.

Dos	Don'ts
Be clear about where you are trying to go	Be intimidated by title power
Think conceptually	Be biased or judgmental
Debrief intelligently and purposefully	Share your personal experiences as a way to jump to conclusions
Ask appropriate follow-up questions	Say "good" or "right" which may be perceived as judgmental

Asking Good Questions

- Leverage the power of open-ended questions
- Ask what's working (build consensus)
- Make low-level inferences
- Use prioritization questions



Managing Conflict

- Be comfortable with conflict and expect it
- Stay calm and unemotional
- Ask for clarification or summarize the issue
- Ask the tough questions
- Take a pause if needed



Let's Practice: A Real Scenario





Polling Question

If you were facilitating and this happened, what would you do NEXT?

- a) Ask the participants to write their feelings on an index card
- b) Call a short break
- c) Ignore the outburst and keep moving with the planned agenda
- d) Ask the group to keep working and pull the coffee cup thrower aside for a private conversation

The Rest of the Story





Polling Question

What is the most effective way to move a group to a consensus or goal?

- a) Ask the group to identify and prioritize obstacles to reaching the goal
- b) Allow the group to get to their own decisions
- c) Prioritize multiple ideas from the group
- d) Establish clear next steps/action

Facilitating Ideas and Decisions

- Use small and large groups effectively
- Bring the right facilitation technique to the table
- Establish clear next steps and owners
- Check back in to the outcomes – Is the group making progress?



WHAT'S NEXT?

Ideas From Today's Webinar

- We just modeled several best practices for effective facilitation:
 - Using the egos activity to manage group dynamics
 - Asking questions of participants to encourage discussion
 - Managing conflict as a facilitator
 - Using a 1 – 10 scale
 - The ONE idea



Use the chat to share other things you learned/ideas you got today.

Questions?

Want to Learn More?

The **ATD Facilitation Skills Certificate Program:**

- Experience an immersive learning experience
- Participate in role-playing activities
- Work through real-life scenarios
- Gain insight from the stories of top-notch facilitators
- Leave with facilitation tools, techniques, and best practices