



AINA ALIVE

Effective Facilitation Techniques to Maintain Rapport and Trust Throughout a Session



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WHO LIKES MEETINGS???



AGENDA

MAIN TAKEAWAYS

- The Role of the Facilitator;
- Types of Meetings to Facilitate;
- General Meeting Facilitation;
- Decision-Making Process Meeting Facilitation;
- Team-Building facilitation;
- Conflict Resolution Facilitation;
- Training & Workshops Facilitation;
- Brainstorming, Idea Generation Facilitation;
- Change Management Facilitation
- Q&A



<https://www.linkedin.com/in/aina-alive/>



<https://discord.gg/vTKgcZuq>



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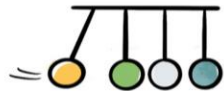
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WHAT IS A FACILITATOR?

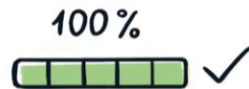
A facilitator is someone who helps a group of people:



*effectively
communicate*



collaborate



*achieve
their goals*



STATISTICS

15 mins & 42 secs lost per meeting...
That's almost 6 days *annually* for senior
executives



What is the average time lost in
delayed meetings?

Source: Ovum (2014)



How much are we spending on
poorly organised meetings?

Source: Doodle (2019)

WHY WE MIGHT NEED A FACILITATOR



GIVE ME THUMBS UP IF YOU'VE BEEN TO A MEETING

- That didn't accomplish any of its goals;
- That didn't have any discernable goals;
- Where you had something to contribute but couldn't get a word in;
- Where you came thinking you were interested in the topic but left convinced you weren't;
- Where you came not knowing anyone and left not knowing anyone – after two hours in the same small room.

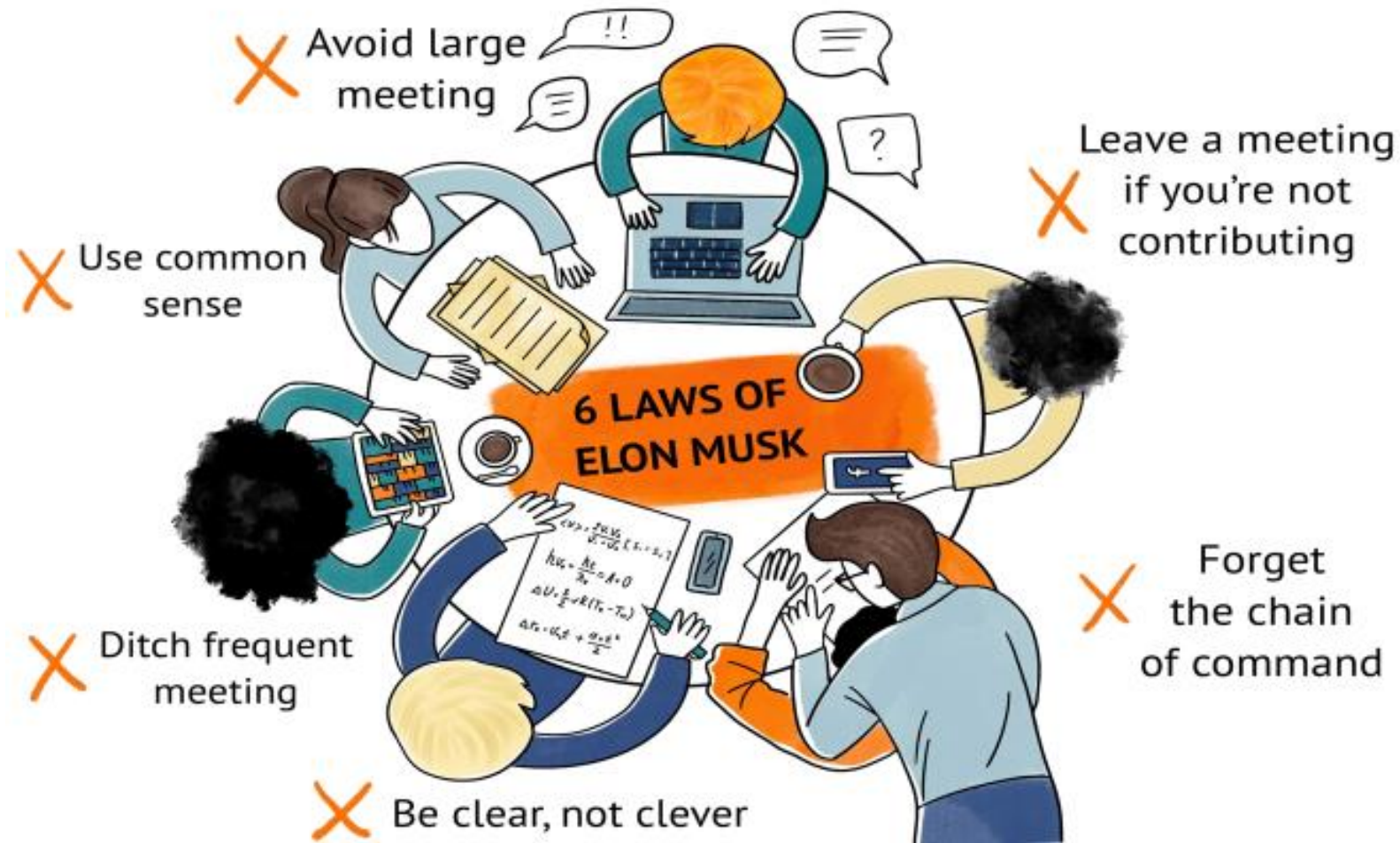


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GENERAL MEETING FACILITATION

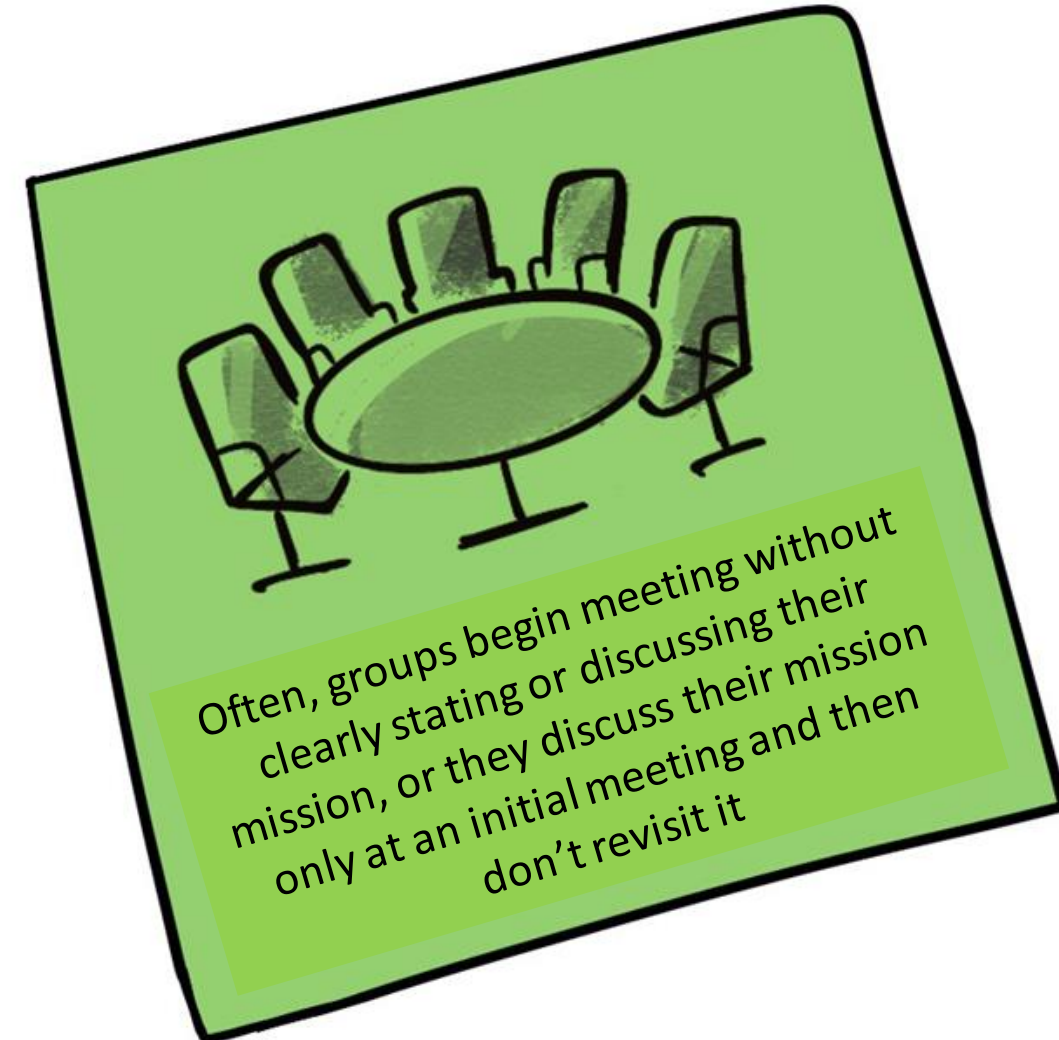


GENERAL MEETING FACILITATION



PREPARING FOR THE MEETING:

- Define the purpose and objectives: Clarify the purpose of the meeting and establish specific objectives that need to be accomplished.
- Create an agenda: Develop a structured agenda that outlines the topics to be discussed, along with allocated time slots for each item.
- Gather necessary materials: Ensure that all required documents, presentations, or supporting materials are prepared and available for participants.



GENERAL MEETING FACILITATION

ESTABLISHING MEETINGS GUIDANCES:



- Introduce the purpose and agenda: Begin the meeting by clearly stating the purpose and objectives, as well as sharing the agenda with participants.
- Set ground rules: Establish meeting guidelines, such as respecting others' opinions, speaking one at a time, and actively listening.
- Encourage participation: Create an inclusive environment where all participants feel comfortable sharing their ideas and perspectives. Introduce new people and address people who couldn't come. Use techniques such as the Warm up Question, Kahoot Questions, Connecting to the Mission by Asking about People's Challenges & their Success Stories.



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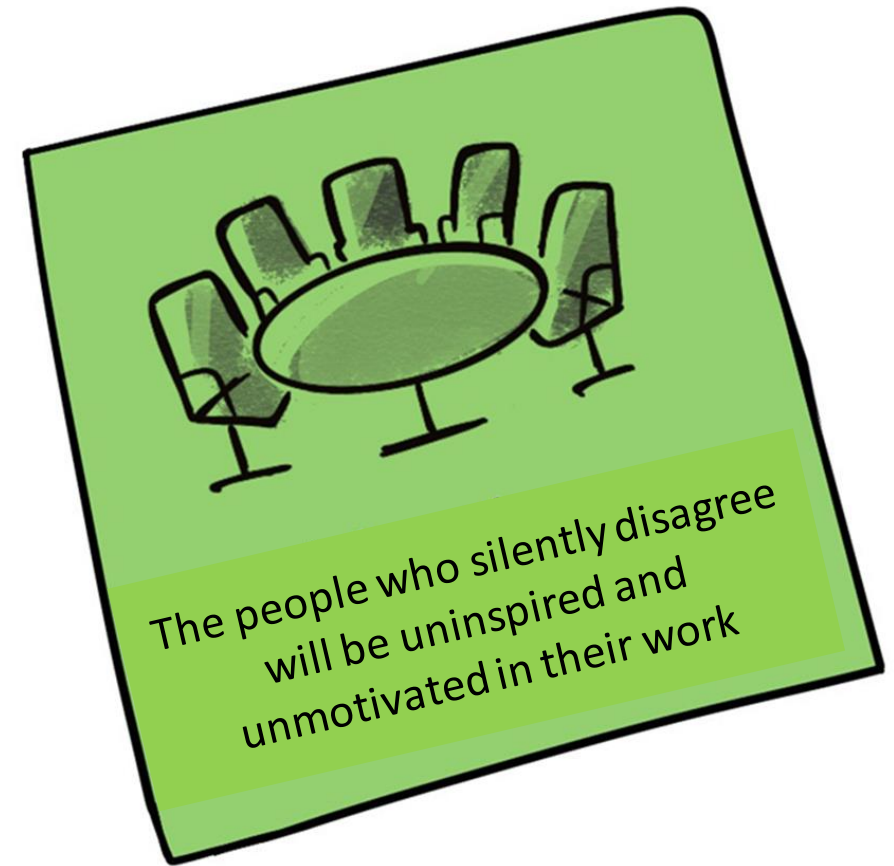
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GENERAL MEETING FACILITATION

MANAGING THE MEETING PROCESS:



- Time management: Monitor the meeting's progress and ensure that discussions stay on track according to the agenda
- Facilitate discussions: Encourage active participation and manage the flow of conversation. Give everyone an opportunity to contribute, and ensure that quieter participants have a chance to speak. Ask open-ended questions to stimulate discussion and draw out diverse viewpoints.
- Summarize and paraphrase: Summarize key points and paraphrase participants' contributions to ensure understanding and clarity. This also helps in synthesizing information and keeping the meeting focused.
- Manage conflicts: If conflicts arise, address them calmly and objectively. Check the “room temperature” during the meeting



GENERAL MEETING FACILITATION



CLOSING THE MEETING:

- Recap action items: Summarize the key decisions made and action items assigned during the meeting. Clearly communicate responsibilities, deadlines, and next steps.
- Seek feedback: Provide an opportunity for participants to provide feedback on the meeting process, structure, and content. This feedback can help improve future meetings.
- Express appreciation: Thank participants for their contributions and their time. Acknowledge any achievements or positive outcomes resulting from the meeting.



Niko Niko Calendars

Collect the Mood of each Team Member

Feel the Team's Mood and Get Chance to React

	1	2	3	4	5	6	7
Team Member 1	😊	😞	😐	😊	😊	😐	😐
Team Member 2	😊	😞	😊	😊	😊	😊	😊
Team Member 3	😐	😞	😐	😊	😊	😞	😐

Source: Infodiagram.com

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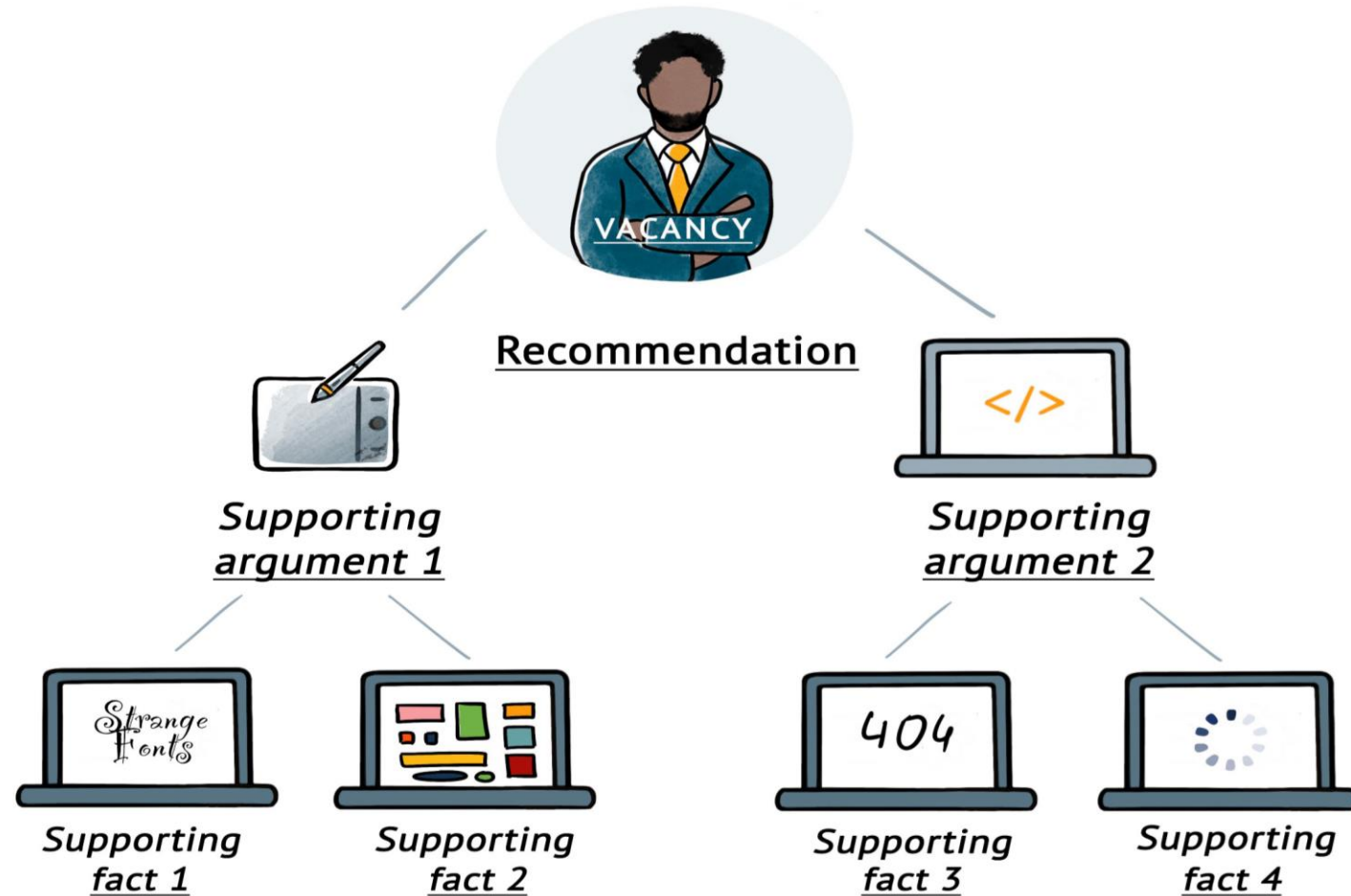
MINTO PYRAMID PRINCIPLE

- Start with the recommendation/answer/ask upfront

- Back up that recommendation with a handful of supporting arguments

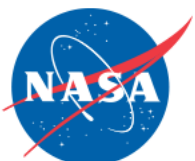
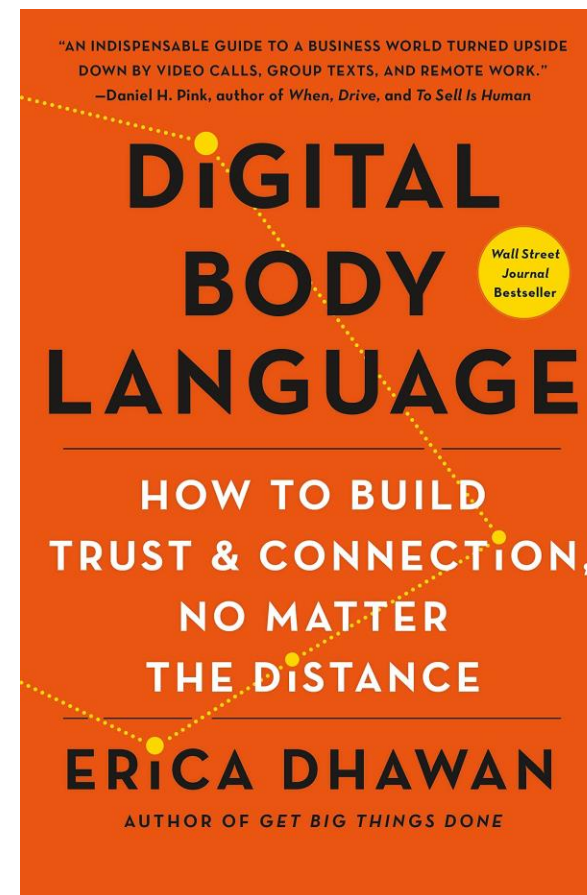
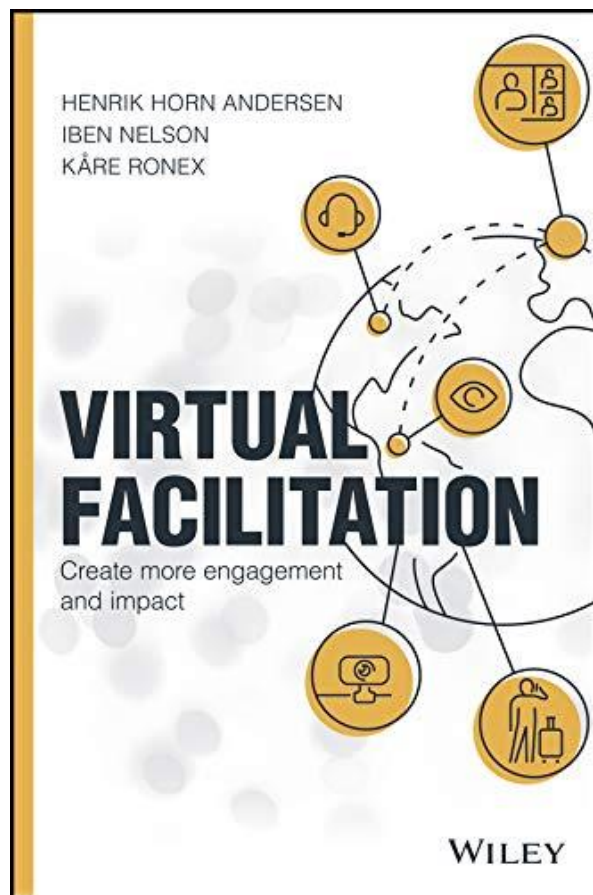
- Back up each of those supporting arguments up with data

THIS ENDS UP
LOOKING
LIKE A PYRAMID





BOOKS:

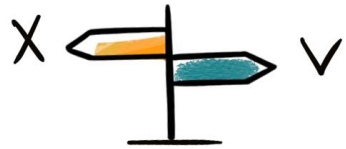


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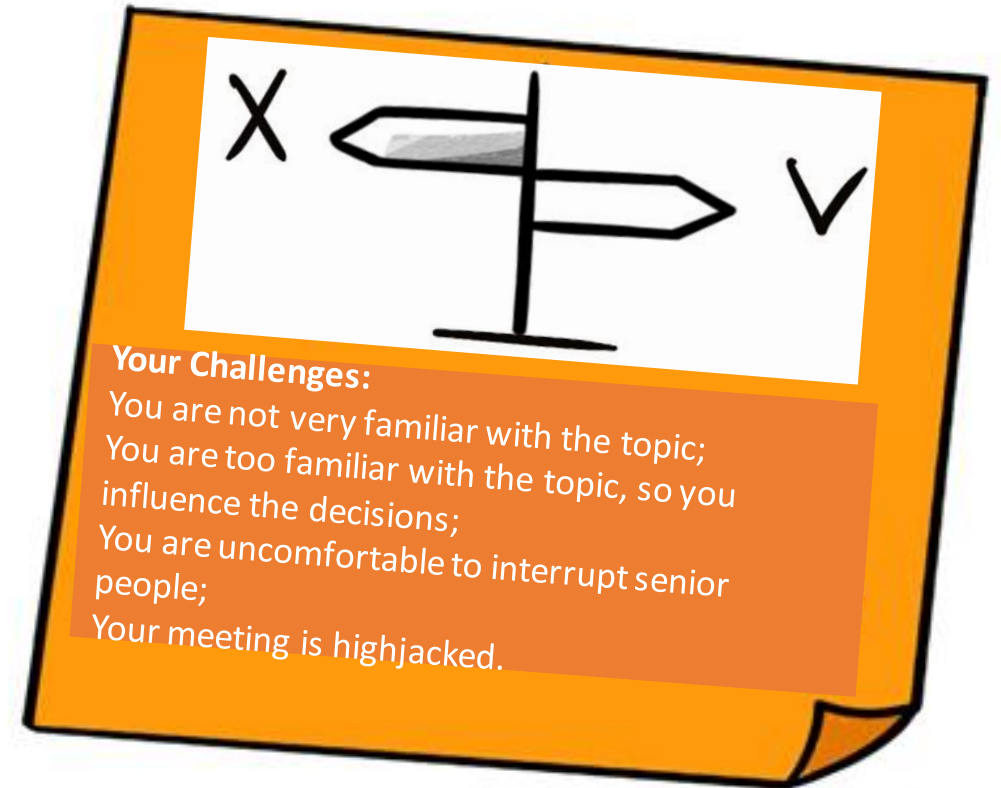
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DECISION-MAKING FACILITATION



MANAGING THE MEETING PROCESS:

- Create a structured process: This might involve presenting options, conducting a discussion, evaluating pros and cons, and ultimately reaching a consensus or making a formal vote (you might use the Miro board).
- Encourage open discussion: Encourage diverse perspectives and consider alternative viewpoints to foster a robust decision-making process.
- Provide relevant information: Share relevant documents, data, or reports prior to the meeting and make them available during the discussion.
- Facilitate consensus building: guide the discussion towards finding common ground. Summarize key points, identify areas of agreement, and highlight shared interests. Facilitate the exploration of potential solutions or compromises that address different perspectives and concerns.



TEAM-BUILDING FACILITATION

MANAGING THE MEETING PROCESS:



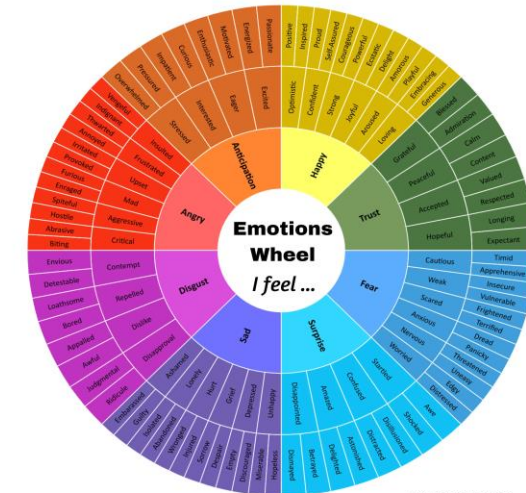
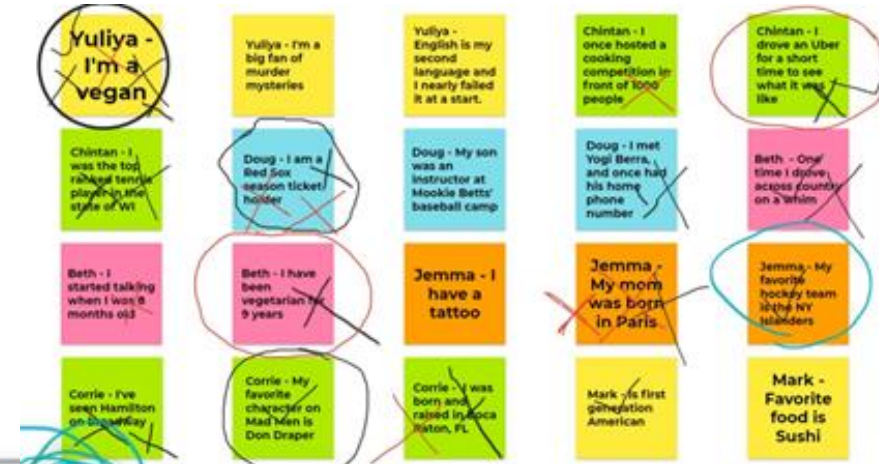
- Choose appropriate activities: Select team building activities that are relevant to the goals and needs of your team. Consider the size of the group, the dynamics within the team, and the available time and resources. Activities can range from icebreakers and energizers to problem-solving challenges and collaborative projects.
- Facilitate reflection and discussion: Encourage open discussion about what was learned, the challenges faced, and the successes achieved. Guide the conversation to extract key insights, identify areas for improvement, and connect the activity to real work situations.
- Follow up and reinforce: Incorporate the lessons learned into daily work practices and provide opportunities for ongoing team development; maintain the momentum and continuously strengthen the team.



TEAM-BUILDING FACILITATION

I SHOULDN'T DO THIS EXERCISE BECAUSE:

- Some members of the group are too old/young;
- I'll look foolish;
- Someone will get hurt;
- It will be easier to skip it and just move on with the agenda;
- This group is getting along very well. They don't need to do interactives;
- This exercise is too high risk;
- I'll look foolish;
- This exercise is too silly;
- What if they won't do it?
- We don't have time;
- I'll look foolish



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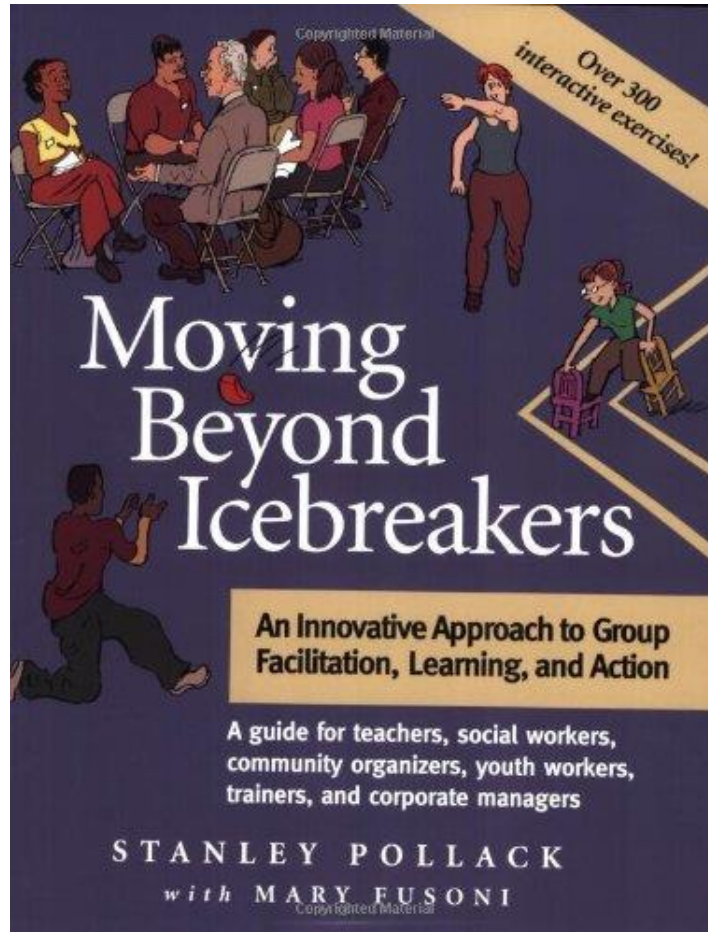


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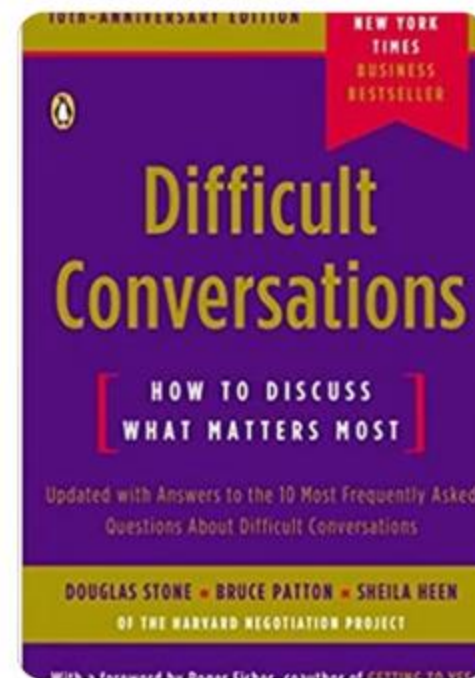
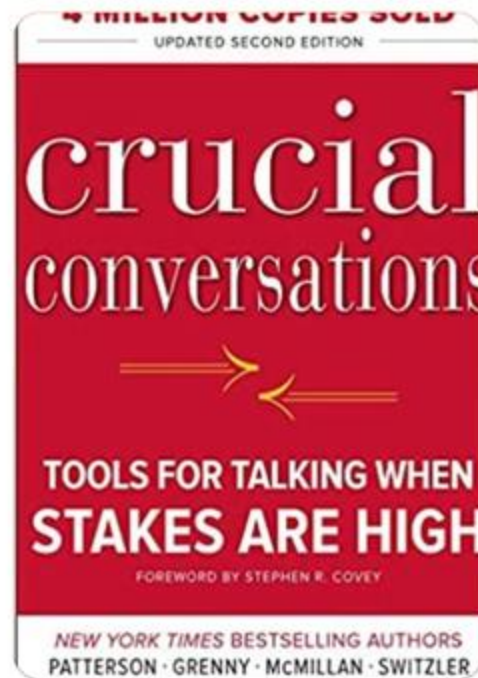
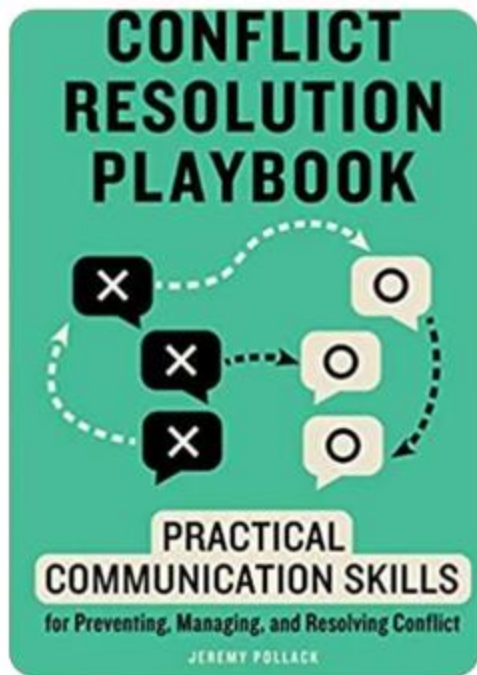
MANAGING THE MEETING PROCESS:

1. Understand the perspectives
2. Identify common goals
3. Encourage empathy and perspective-taking
4. Facilitate constructive communication
5. Explore potential solutions
6. Mediate and facilitate negotiation
7. Reach a resolution and document the agreement





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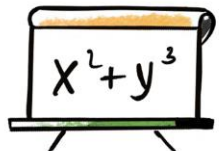


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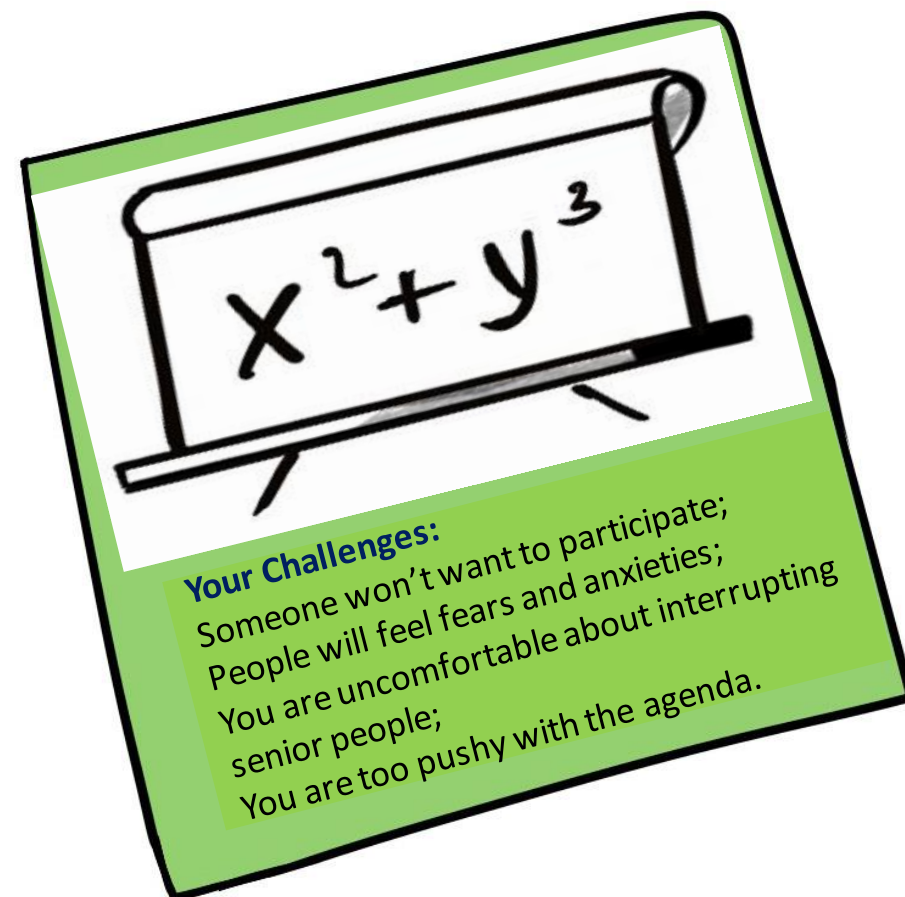


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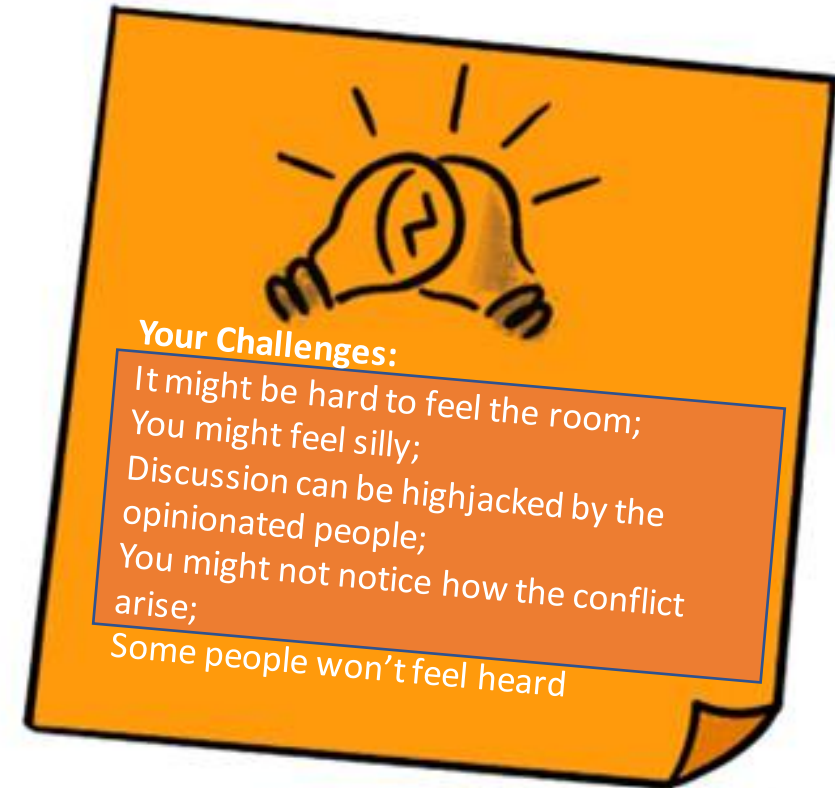
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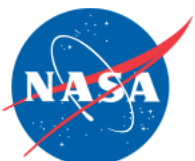
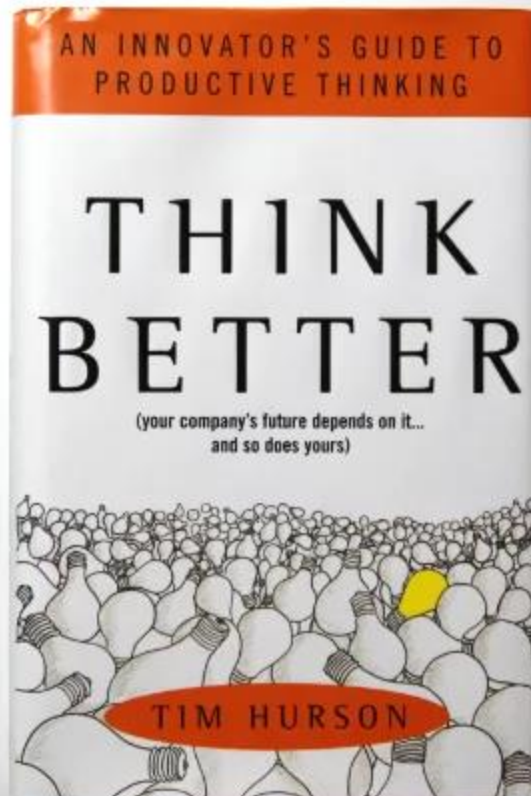


- Use brainstorming techniques: Introduce various brainstorming techniques to stimulate idea generation. These can include methods like mind mapping, free association, role-storming (assuming different roles or perspectives), or the SCAMPER technique (substitute, combine, adapt, modify, put to another use, eliminate, reverse). Encourage participants to think creatively and leverage these techniques to explore different angles and possibilities.
- Encourage a free flow of ideas
- Build on ideas
- Capture and document ideas





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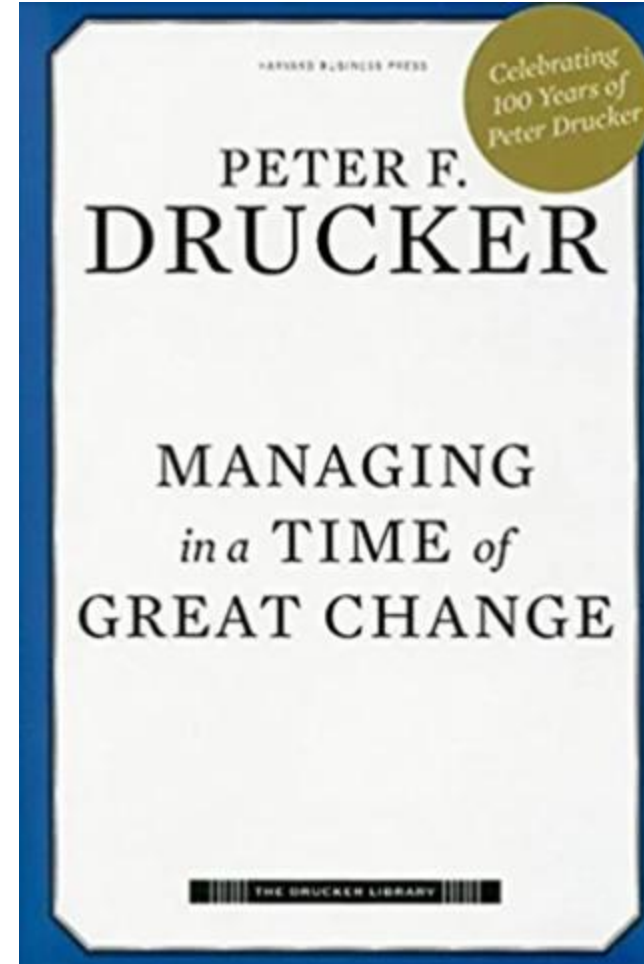
MANAGING THE MEETING PROCESS:

- Address concerns and resistance: Create space for participants to express their apprehensions or challenges openly. Listen empathetically and provide information, explanations, or examples to help address their concerns. Encourage dialogue among participants to share experiences and strategies for overcoming resistance.
- Facilitate problem-solving and decision-making: Use appropriate techniques, such as brainstorming, SWOT analysis, or consensus-building approaches, to encourage collaborative problem-solving. Ensure that all perspectives are considered and that decisions align with the change objectives.
- Follow up and support





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THANK YOU FOR ATTENDING

Effective Facilitation Techniques Webinar



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beeagilenow.com, Bee  Agile



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