

• Successful Facilitator



August 16, 2019 | 11:00 a.m. – 4:00 p.m.

KCMO Municipal Court

Presented by: Jonathan Morris, MARC



600 Broadway, Suite 200
Kansas City, MO 64105
Website: marc.org/gti
Phone: 816-701-8234



Created by Mid-America Regional Council for KCMO Municipal Court

Successful Facilitator Certificate Program

Session I. Facilitation, Effective Meetings and Group Dynamics

Session II. Consensus-Building, Asking Good Questions, Community Conversations, Peer Review

MARC TRAINING OPPORTUNITIES

MARC courses are offered either as open enrollment courses or custom courses provided onsite:

Customer Service Courses

- Unbeatable Customer Service
- Serving Internal Customers
- And more

Facilitation Skills Certificate Programs

- Successful Facilitator Certificate Program
- Advanced Facilitator Certificate Program

Computer Skills

- Microsoft Excel, Word and Access
- Outlook, PowerPoint, Publisher

Supervision Courses

- Personal Strengths and Leadership Styles
- Coaching and Feedback
- Managing Performance
- Legal Aspects of Supervision
- And more

Communication Courses

- Business Writing
- Presentation Skills
- And more

Agenda

- I. Welcome and Introductions
- II. Ground Rules and Expectations
- III. Facilitation: Concept and Value
- IV. Facilitator Roles and Responsibilities
- V. Effective Meetings and Facilitation
- VI. Group Dynamics and Interactions
- VII. Roles and Personalities within Groups
- VIII. Facilitation Techniques
- IX. Physical Space and Group Dynamics
- X. Applications for the Workplace
- XI. Next Sessions

Welcome and Introductions

- Name
- Organization
- Position
- Length of Time with Current Organization

Ground Rules and Expectations

Purpose of Ground Rules

Ground Rules for the Successful Facilitator Certificate Program

Expectations

Participant Expectations

Facilitator Expectations

Employer Expectations

Facilitation Concept and Value

Facilitation is...	Facilitation is not...

What skills does it require?

What value do these skills have in the workplace? What do they enable you to do?

Facilitator and Other Facilitative Roles *

- Facilitator
- Facilitative Consultant
- Facilitative Coach
- Facilitative Trainer
- Facilitative Mediator
- Facilitative Leader

* Schwarz, Roger. *The Skilled Facilitator: A Comprehensive Resource for Consultants, Facilitators, Coaches and Trainers.* (2017). (third edition) Hoboken, NJ: John Wiley & Sons, Jossey-Bass.

Facilitator Roles and Responsibilities

What are the different roles a facilitator can play?

- Facilitator
- Leader/Chair
- Process Expert
- Convener
- Trainer or Subject Matter Expert
- Timekeeper
- Notes/Minute taker
- Task Master
- Event Planner
- Other

Effective Meetings and Facilitation

Why do we have meetings?

Exercise:

- # Meetings you attend per month _____
- Average number minutes per meeting _____
- Total time spent each month in meetings _____
- Percentage Time wasted/unproductive in meetings _____
- Number of minutes wasted per month in meetings _____

How many meetings do you run per month on average?

Characteristics of Productive Meetings

Essentials elements of a productive meeting:

PAL Method for Meeting Planning

P Purpose
A Agenda
L Limits

Purpose:

What is the purpose of the meeting?

What are the desired outcomes?

Who needs to attend?

What needs to be decided?

Why can this not be accomplished offline or one-on-one?

Agenda:

What are the essential characteristics of an effective agenda?

What do you include in the agenda?

When does the agenda need to be completed and distributed?

Limits (Length):

Begin on time.

Anticipate late arrivals.

End when you say you will end.

Provide breaks for longer meetings.

Indicate time limits for each agenda item as appropriate.

Facilitation

- Start well.
- Facilitate discussion.
- Be an active presence.
- Observe nonverbal cues.
- Intervene purposefully.
- Recognize the personalities and types within the group.
- Stay on track and on time.
- End well.

Facilitating from the Middle

- Ask for the agenda and an explanation of the purpose in advance.
- Be an active presence.
- Be purposeful.
- Help keep the meeting on time.
- Help keep the discussion on track.
- Keep others engaged.

- Ensure others are not left out.
- Ask for clarification during the meeting.
- Offer to assist the leader if warranted.

Facilitation Plan and Agenda Setting

What tasks must the facilitator complete in advance to be able to run a good meeting?

What do we need to identify in advance to ensure an effective and efficient meeting?

Applications for the Workplace

Exercise: Identify an Upcoming Meeting

- Create a P.A.L.
- Write the agenda

Lessons Learned and Takeaways

- 1) What are two helpful concepts or skills you will take from this class?
- 2) What are two skills you will use right away to improve your next meetings?

Next Session

- Brief Review of Session I. Facilitation and Effective Meetings
- **Session II. Group Dynamics and Facilitation Techniques**
- Practice Facilitation

Successful Facilitator Certificate Program

Session I. Facilitation, Effective Meetings and Group Dynamics

Session II. Consensus-Building, Asking Good Questions, Community Conversations, Peer Review

Session III. Co-Facilitation, Facilitation Challenges and Event Logistics

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Agenda

- I. Welcome and Re-Introductions
- II. Ground Rules
- III. Community Engagement Session Expectations
- IV. Community Engagement Session Design Considerations
- V. Facilitation and Groups
- VI. Facilitating Group Discussion
- VII. Asking Good Questions
- VIII. Consensus-Building, Group Decision-Making and Voting
- IX. Facilitator Individual Development Plan and Resources
- X. Next Session

Welcome and Re-Introductions

- Name
- Organization/Background
- Interest in KCMO Municipal Court Community Engagement

Ground Rules

Ground Rules for Community Engagement Sessions

Ground Rules for Training

Community Engagement Session Design Considerations

Facilitation and Groups

Task vs. Process

	Task	Process	
Group is primarily concerned with Task	Accomplish goals	Facilitate discussion	
	Meet objectives	Engage each individual	
Facilitator is responsible for Process to complete the Task	Collect ideas	Set the tone	
	Make decisions	Establish ground rules	
	Solve problems	Manage conflict	
	Set priorities	Acknowledge process	
	Determine next steps		Monitor group dynamics
			Note progress
		Summarize decisions	

Facilitating Group Discussion

Active Listening

Be present

Focus on the speaker

Be mindful of body language and facial expressions

Capture their words

Repeat back what you heard

Ask clarifying questions

Make complex questions simple and distinct

Confirm accuracy with the speaker

Difficult Questions

Don't panic

Admit not knowing

Ask for help from the group

Record question and get back with an answer

Don't take it personally, don't let it be personal

Physical Presence

Portray confidence and openness

Be mindful of body language

Use facial expressions

Speak to the last row

Make eye contact throughout the room

Be aware of your blind spots

Bring energy to the room

Asking Good Questions

Considerations

- Start with the end in mind
- Relevance
- Accessibility
- Clarity
- Consistency
- Time allocations for discussion and voting

Exercise: Question and Even Better Question

	Question	Even Better Question

Consensus Building and Group Decision-Making

Decision-Making vs. Consensus

Decision-making

- Solving a problem
- Arriving at a decision
- Eliminating options
- Making a declaration
- Committing to a course of action

Consensus

- Overwhelming agreement
- Win-win outcome
- Process considerate of each party's interests
- Each participant feels heard and respected
- Final solution embraced by all, however imperfect it may be
- More enduring because of buy-in
- Time Consuming

Group Decision-Making and Voting

Brainstorming

Purpose

Techniques

Generosity

Influence

Filters and bias

Voting

Pros and Cons

Ballots

Multi-voting

Technology

Clickers

On-line Polling

Facilitation Software

Transition to Action

Know when they are ready

Know when they are done

Secure permission from group

Summarize progress

Shift the dynamic and tone

Move toward execution and implementation

Action Planning

Moving from discussion to action

Executing on a decision

Developing plans for implementation

Ad Hoc Committees and Task Forces

Resource Sharing

Facilitator Individual Development Plan

Goal	Activity	Resources	Due Date	Check Off

Resources

Lessons Learned and Takeaways

1) What are two helpful concepts or skills you will take from this training?

2) What are two skills you will use right away to improve your facilitation?

Next Session

- Finalize Community Engagement Session Logistics and Agenda
- Finalize Facilitation Questions and Review Facilitation Techniques
- Clarify Roles and Responsibilities
- Develop Community Outreach Plans

Facilitation Peer Review Form

Facilitator:

Observer:

Event:

Date:

Time:

Location:

Observer Comments

This is great:

This could be improved:

This excites me about your future as a facilitator: