



TRAINERS
ACADEMY

Fantastic Facilitation

Workshop Storyboard
Murryshall Perth

W2

Welcome!

From your Facilitators Mel and Jasmine



Risk Matrix

How could we get hurt on this workshop?



Introductions

Introduce the person next to you

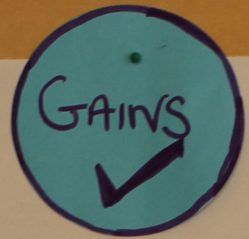


Your Expectations

What is a great outcome for you?

How to help
People take
action & responsibility

EXPECTATIONS



Gain Consensus /
Clarity in meetings

Light bulb
Its Me

Techniques to move
on a Conversation

Manage Participation

Focus on outcomes/actions

- Facilitating without authority.
- Influence without authority.

Get best
from teams

Deal with difficult Group dynamics

- Strong Personalities

Increase
Confidence

Meetings

How to
Keep topic fresh.
Customised

Improve my ability

Face-
Too little info.

Gain new skills

Gather people together

to define • Solve business issues.

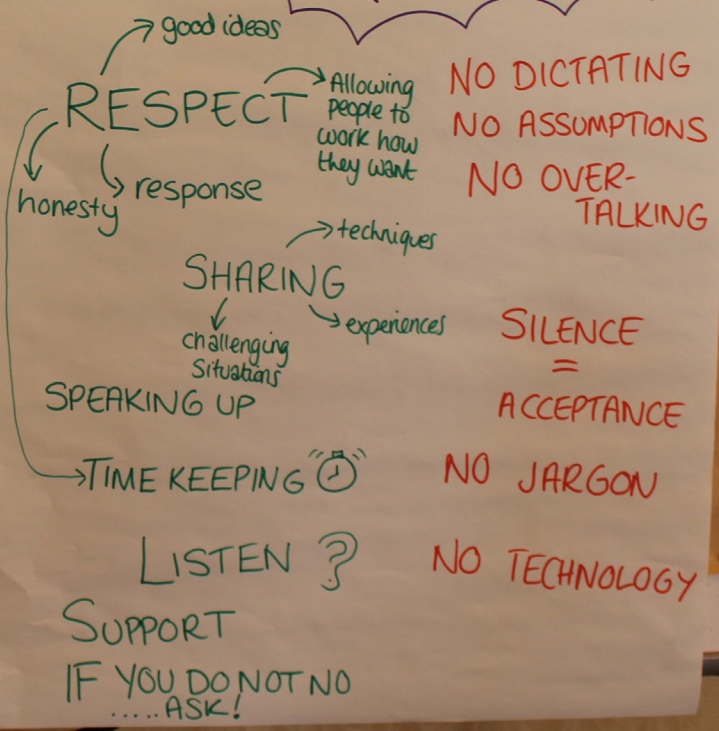
Too busy chair "caught up" lost - Agenda.

Purpose, Agenda, Ground Rules and Parking Lot

PURPOSE

- Understand the importance of facilitation
- Identify opportunities for facilitation
- Develop your competencies Skills & techniques as an effective facilitator
- Have the opportunity to practice your skills and new processes

GROUND RULES



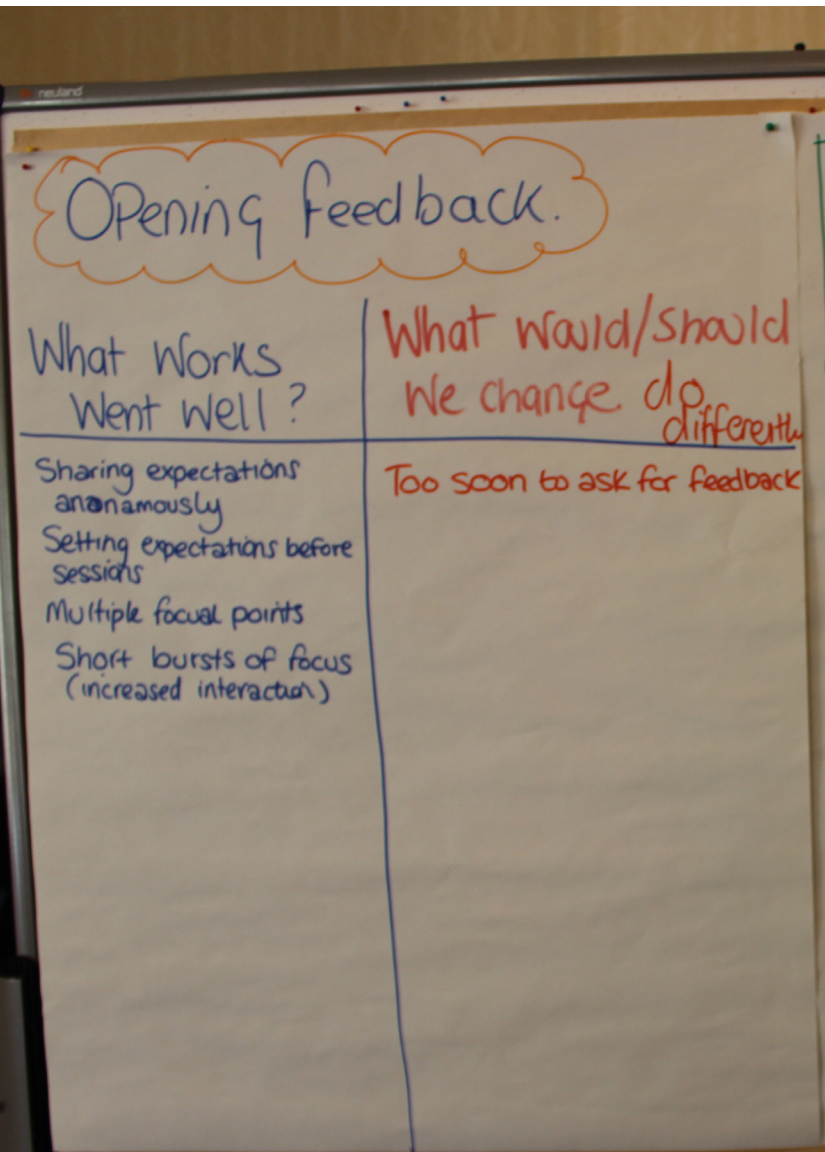
AGENDA

- BLOCK 1
- BREAK
- BLOCK 2
- LUNCH
- BLOCK 3
- BREAK
- BLOCK 4
- CLOSE 17:30

Review Opening Exercise

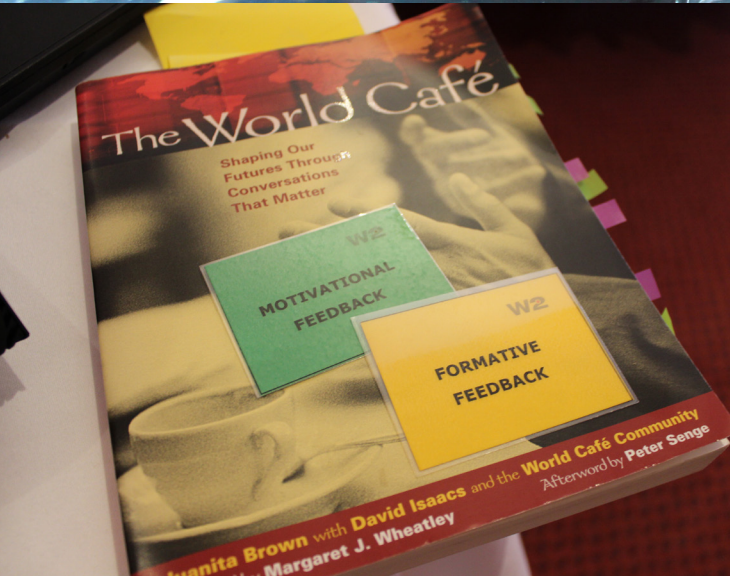
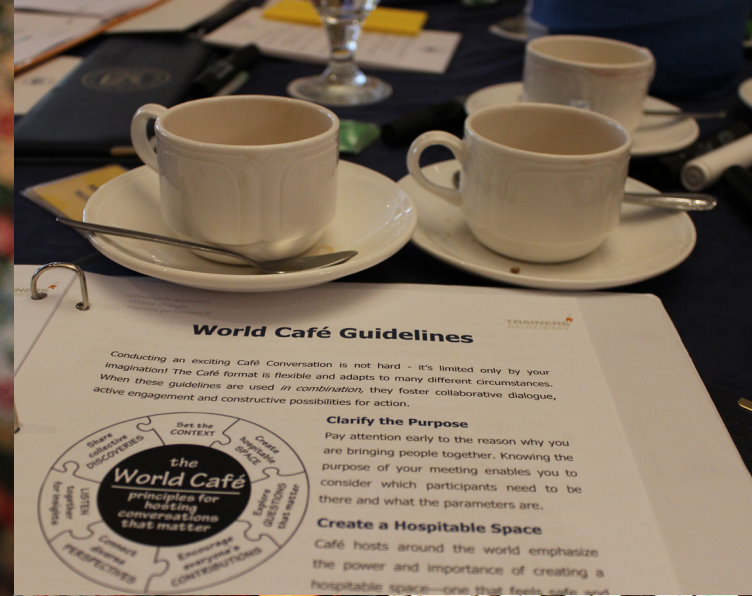


Review and Feedback Exercise





World Cafe

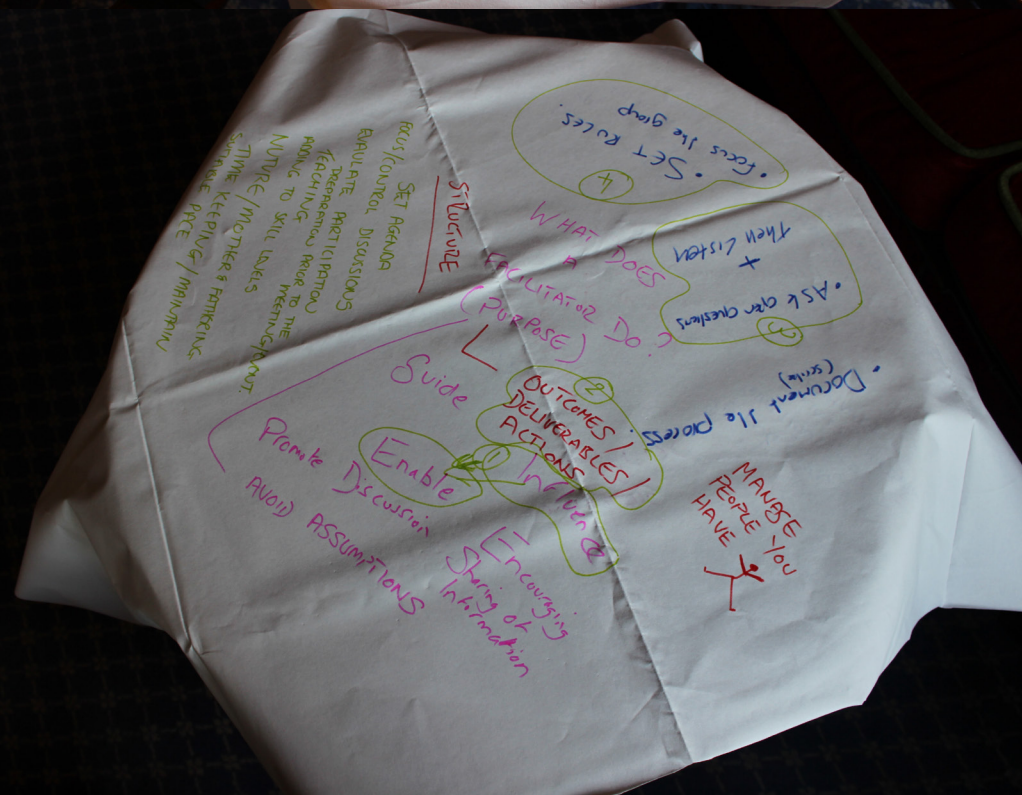
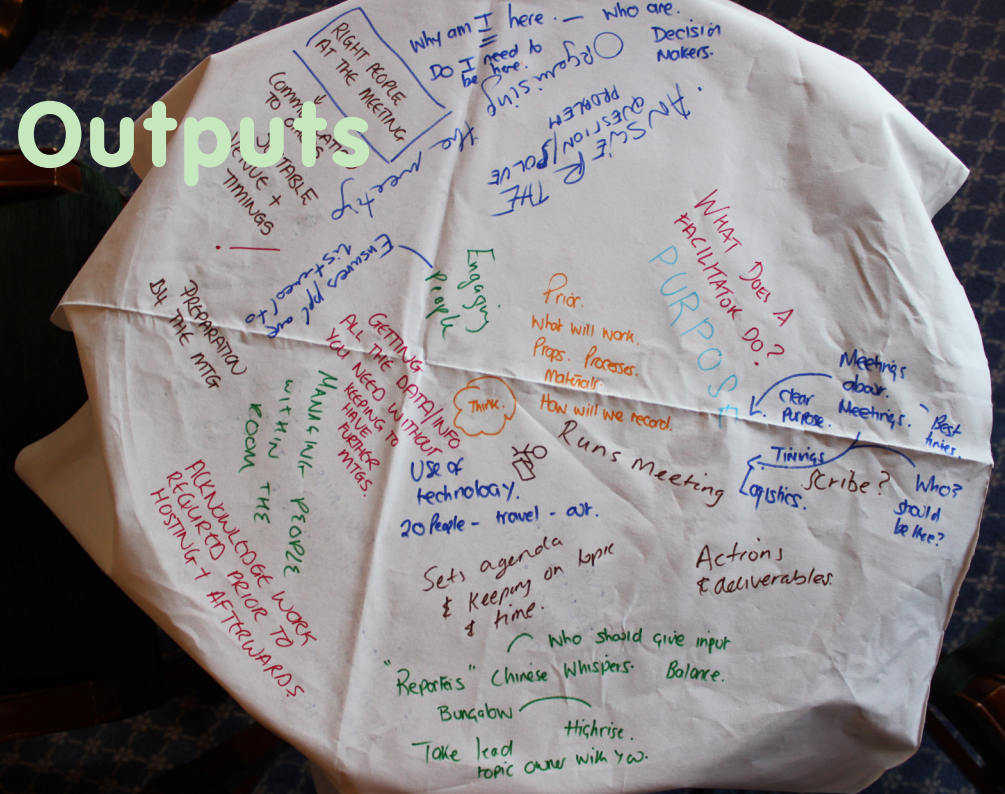


World Cafe Activity



World Cafe Outputs

What does a facilitator do?
Purpose



Bingswanger - Poor Brief vs Good Brief



Bingswanger Activity



Hot Topic - Brainstorming

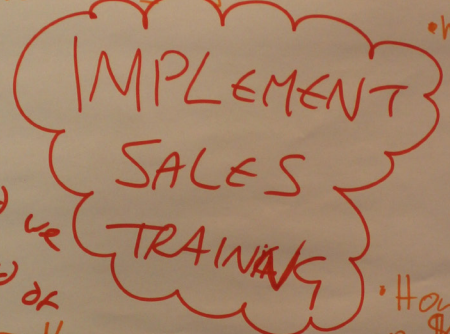
GREEN BRAINSTORM

HOT TOPICS

- The number of disabled car spaces @ supermarkets
- Should cats have the right to roam free when dogs don't
- Governments U-turn on Carbon Agenda for housing
- Smoking in company vehicles / vehicles with kids. in no-smoking areas (e.g. hospitals)
- Rubbish dropping
- Conspiracy against Scottish sport.
- Child maintenance (tax credits etc)
- Parental rights for dog owners
- Is stress an illness?
- The right to review your manager performance
- Cold calling
- Should we have a building on the moon.

RED BRAINSTORM

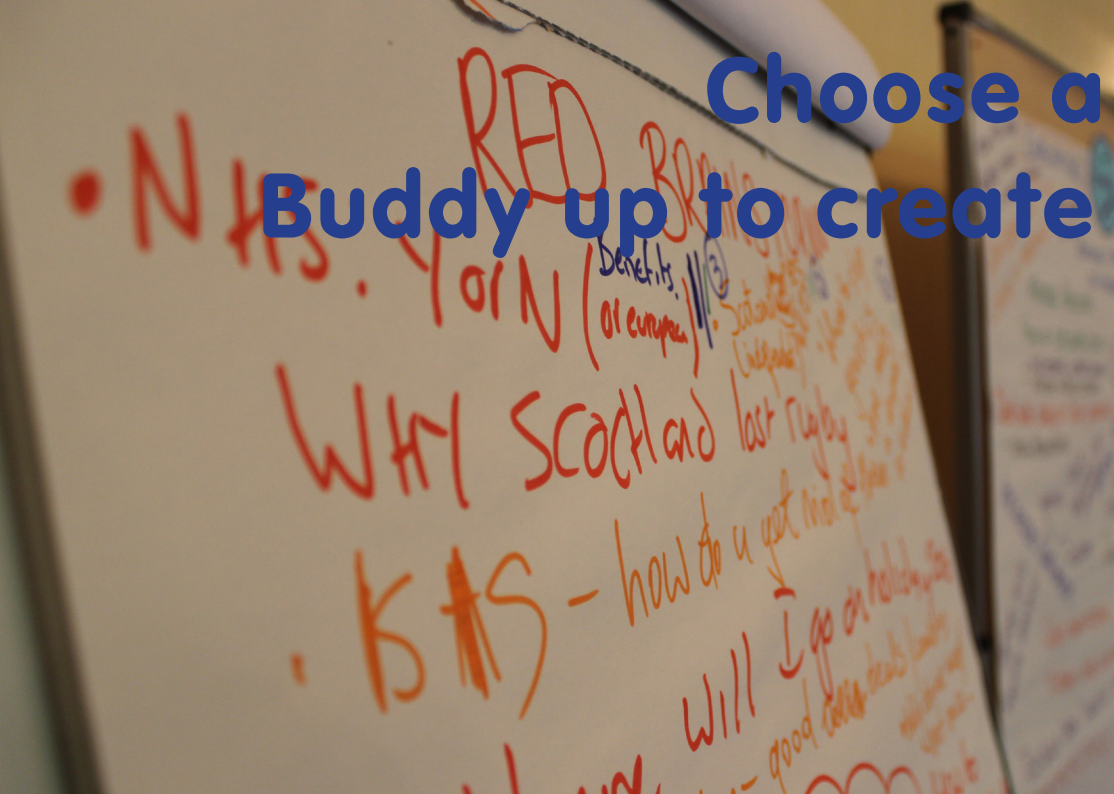
- NHS: YORN (or Europe) ^{Benefits} || (3)
- Scotland ^{independent?} || (3)
- Where to stop genetics ^{Are robots dangerous to humans?} || (7)
- WHY Scotland lost rugby
- IAS - how do u get rid of them.
- Where will I go on holiday 2016
- Travelling - good deals / countries
- How to achieve 100% Job Satisfaction in .G
- Should we get rid of zoos - How.
- How do you make a \$1m - QUICKLY
- technology - where does it stop? (2)
- Environment / sustainability
- What do we do with Migrants (also)
- How to stop Poaching :- how to Police



Brainstorm - Pitching



Choose a Hot Topic - Buddy up to create an Ignition Question



Hot Topic & Ignition Question - Pitching



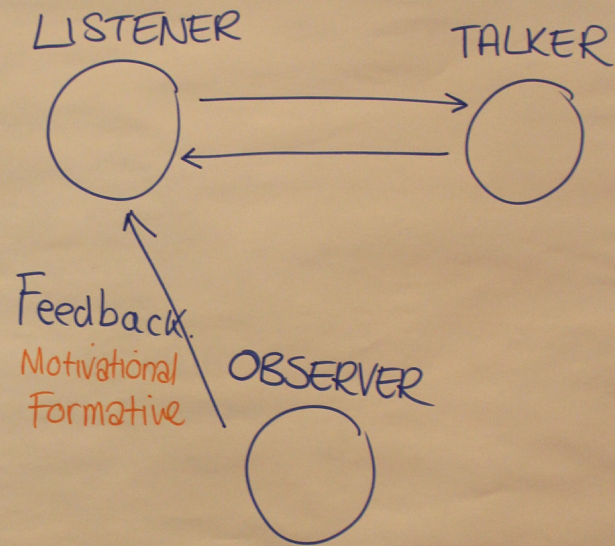
Hot Topic & Ignition Question - Pitching



Hot Topic - Boston Square



EAR Active Listening



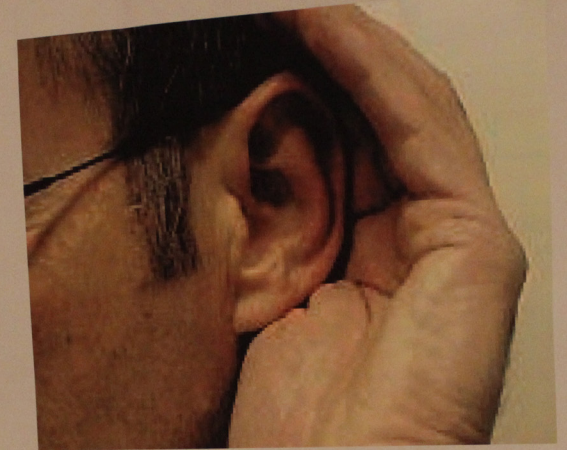
BEST/WORST EXPERIENCE
OF FACILITATION

E.A.R. Method

Explore

Acknowledge

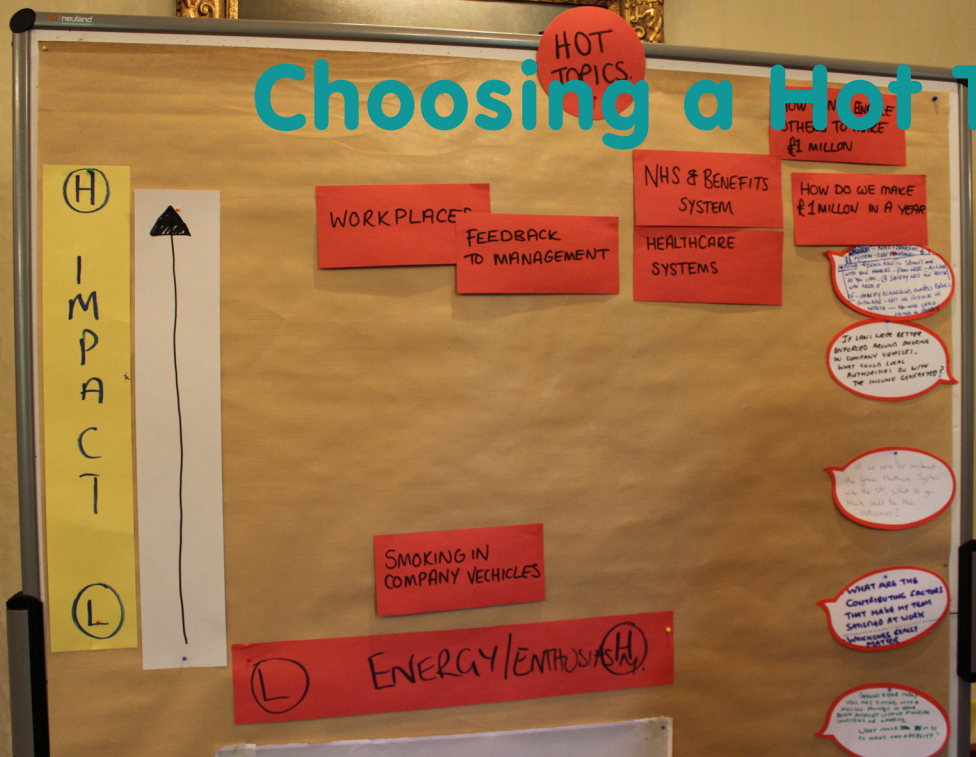
Respond.



EAR Active Activity



Choosing a Hot Topic and a Team



Team Up and Design a Session



Review the day



Day 2 - Review and Teach Back Bingswanger



① APPOINT FACILITATOR
• CREATE A PLAN
• NO DEVIATIONS FROM PLAN DURING THE EXERCISE
• ENSURE FULL DISCUSSION AND PARTICIPATION DURING PLANNING SESSIONS
• AGREE GROUND RULES AS PART OF THE PLAN

SUCCESS PLAN
RECAP ON THE EXERCISE

① MARK IS "THE FACILITATOR"

PLAN + AGREE STARTING POINT: KNEELING DOWN
+ ENSURE WE HAVE ALL THE FACTS/SCOPE
AGREE BEST HAND POSITION: USE OF THUMBS
+ FACILITATOR ASSUMES CONTROL: AGREE POINT IN TIME

RECAP
WHAT WE DID DIFFERENTLY

Day 2 - Review and Teach Back Boston Square



Feedback

BINGSWANGER REVIEW AND TEACH BACK

Motivational ☺

Plan quickly formed
Good allocation of roles
Clear learning process
They were enthusiastic!
Gave great recognition to the team
Exploring was great!
Open / closed questions
Good process - vote
3 worked v. well and collaboratively
Good summarisation
Clear Scribing

Formative

Failed to energise the room
Audience engagement
More planning needed
Move the environment to help delivery
No novelty in activity as it was familiar
Think about the question you start with - make it easy for the team
Give title on flipchart
Avoid using red pens

BOSTON SQUARE HOT TOPIC - IMPROVE YOUR OFFICE SPACE REVIEW & TEACH BACK

Motivational

☺ Susan good storytelling
Got them involved
Animated
They contributed ideas
Boston square worked well
Connected a subject for everybody
Team spoke well
Clear introduction
Good storytelling
Level of engagement ✓
Use of tools
Good methodology
Mark has a lovely manner
Good use of humour

Formative

Longer planning time
Roles and responsibility
Allocation of tasks
Misunderstanding to what improvement at work
4 is difficult amount of facilitators
Address the elephant in the room - office politics

Practice Sessions - Work Force Engagement



Practice Sessions - How to Make a Million



Practice Sessions - Giving Feedback





Feedback in the round

