

Welcome!



UVA WISE

Community & Economic Development

GROUP TO GOAL

2024 FACILITATION DAYS

- October 10 • 9:30 a.m. — 4:30 p.m.
- October 11 • 9:30 a.m. — 1 p.m.

Outcome

Each of us will be
better prepared for and
more comfortable in
guiding group processes



Icebreaker

What's in a Name?

Introductions –

- Name
- Role
- A one- or two-sentence story or fact behind your name



Icebreaker DEBRIEF

You're about to spend a day and a half exploring facilitation skills and group processes with this group of people.

How do you feel starting out?



TOOL Discussion

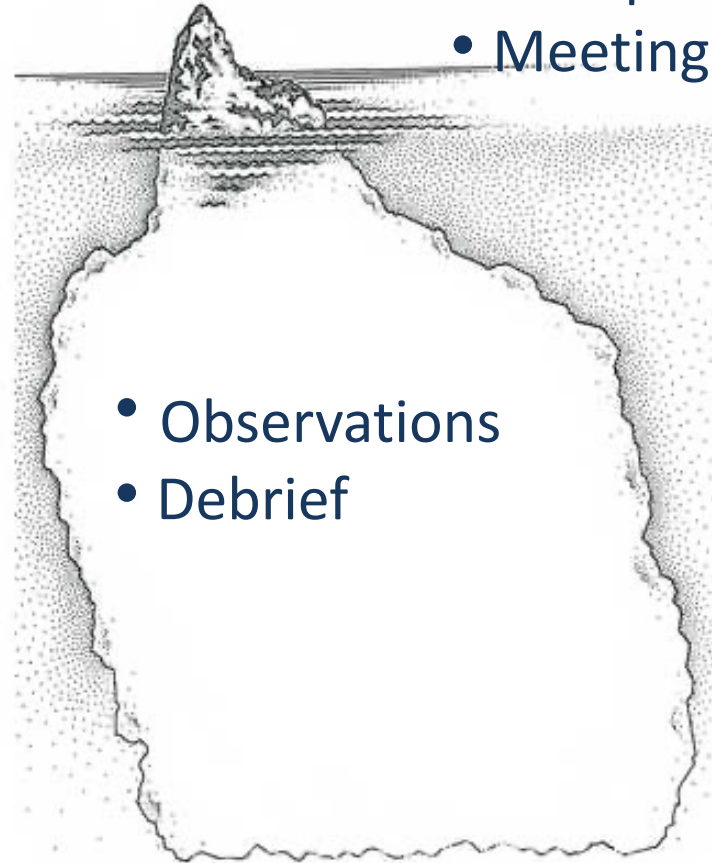
The Icebreaker

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TOOL Discussion

The Icebreaker

- Group Comfort
- Meeting Tone



- Observations
- Debrief

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A Survey of the Group



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Challenges

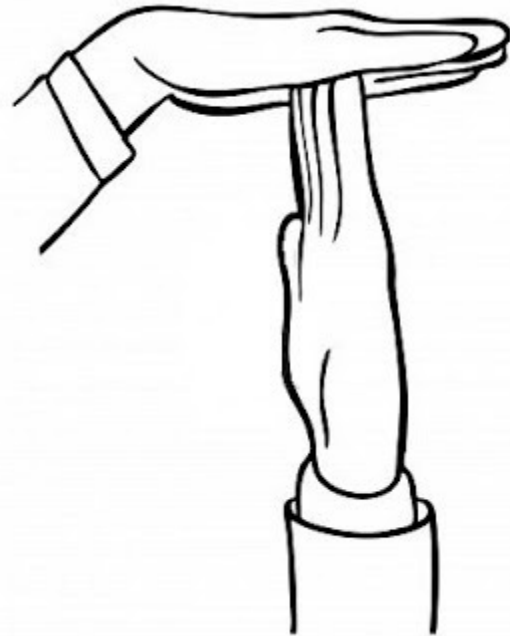
What specific challenges have you seen or had facilitating groups?

- Page 5 Worksheet
- Transfer your top challenge to a slip of paper
- One item per

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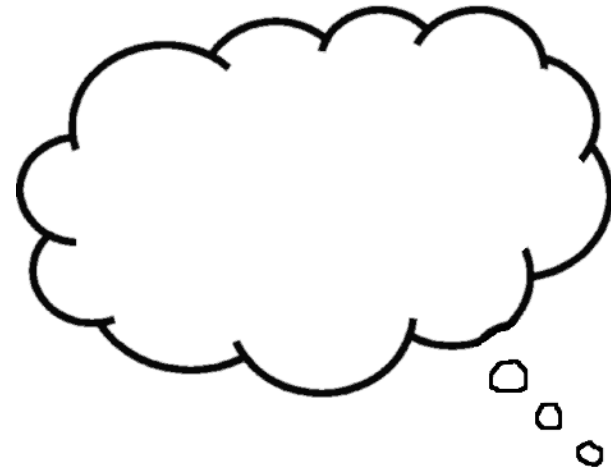
Process Break

***Let's discuss
what we just did.***



Tool Discussion

Reflection



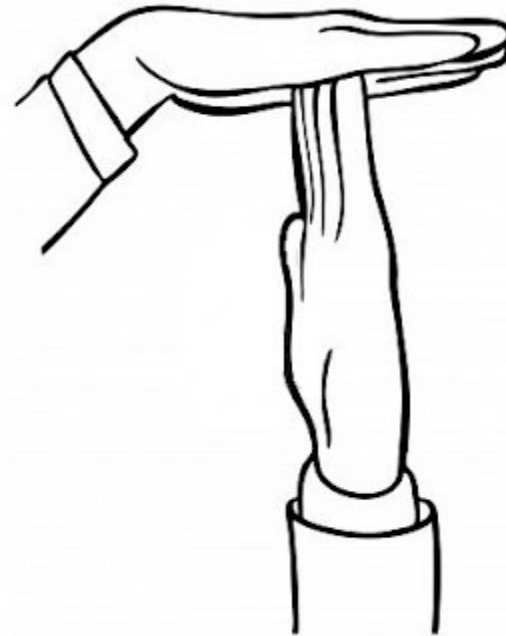
Tool Discussion

Writing Time



Tool Discussion

*The process
break*



Challenges

What specific challenges have you seen or had facilitating groups?

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Tool Discussion

OARRS

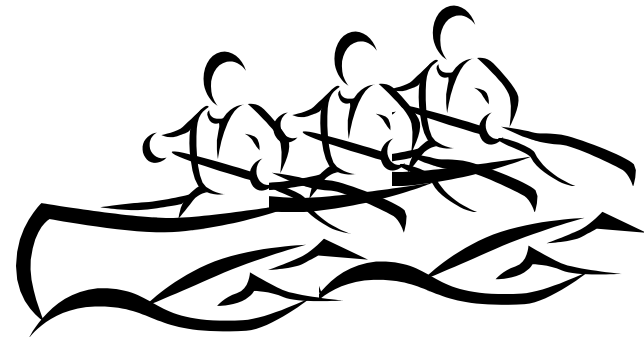
Outcome

Agenda

Roles

Responsibilities

Scope



Tool Discussion

OARRS

Outcome



*Each of us will be
better prepared for and
more comfortable in
guiding group processes*

Agenda

Roles

Responsibilities

Scope



Tool Discussion

OARRS

Outcome

Agenda



*How we're going
to get there.*

Roles

Responsibilities

Scope



Tool Discussion

OARRS

Outcome

Agenda

Roles →

Responsibilities

Scope

Who does what
to make the
meeting effective.



Tool Discussion

OARRS

Outcome

Agenda

Roles

Responsibilities

Scope



*What are we
empowered to
do?*



Tool Discussion

OARRS

Outcome

Agenda

Roles

Responsibilities →

Scope

*What are our
shared
responsibilities as
members of the
group?*

Shared Responsibilities

Ground Rules

Participant Guidelines

Group Norms

Some prompts:

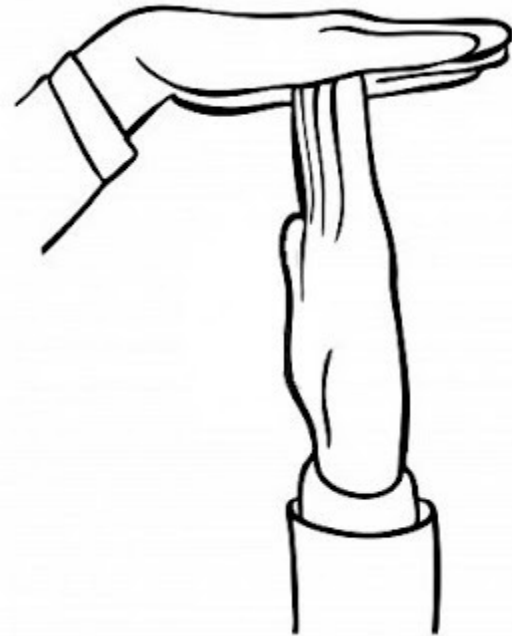
- *How will we agree to act as a group?*
- *What are our responsibilities to each other?*



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Process Break

***Let's discuss
what we just did.***



Tool Discussion

The Check-In

Check in to confirm:

- understanding
- agreement

Are these clear?

Are these easily understandable to a person joining the group?

Do we agree to use these guidelines moving forward?

Tool Discussion

The Negative Poll

Is there any reason not to use this list?

Is anyone not willing to use this list?

Is anyone not willing for the group to take this action?

To ask specifically for any disagreement or dissent.

Coming Soon!

A conversation on community voices.

Hey, why do we even care
about helping people
participate?



Break



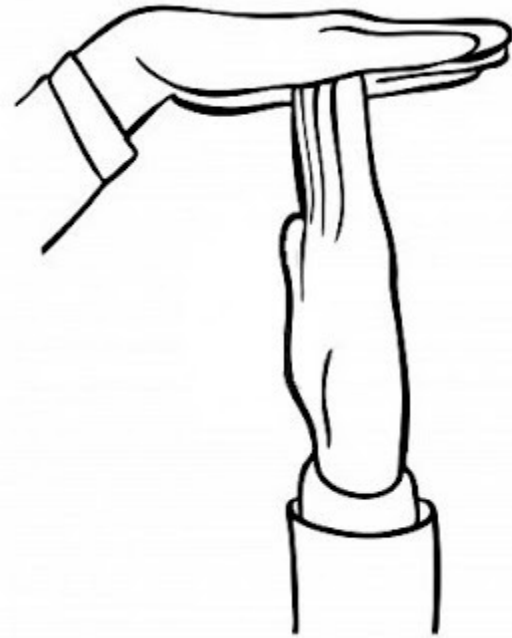
Conversation: Community Voices

How might participation
change outcomes?



Process Break

***Let's discuss
what we just did.***



Tool Discussion

The Group Discussion



- *Focus Question posted*
- *Responses recorded*
- *Questions to explore themes and go deeper*

Conversation: Community Voices

What are other ways we
can gather input?



Gathering Input: Forms

Individual - Even in the room:

- Written response
- Comment Wall
- Electronic Survey
- Group size

Lunch





“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed it’s the only thing that ever has.”

- Margaret Mead

The Facilitator in the Group Process

The Facilitator's Role:

- Understand and help the group move through the stages of development and decision making.
 - Forming
 - Storming
 - Norming
 - Performing
 - Adjourning

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The Facilitator in the Group Process

Group Development Stages:

- **Forming** : first coming together and adding new members: inclusion questions, politeness, low conflict.
- **Storming**: struggle for influence, control: disagreements over process.
- **Norming**: Moving toward inter-dependence, sense of belonging: Norms emerging.
- **Performing** : Becoming collaborative and productive: task focused with shared goals.

Small Group Discussion

Group Development

As a group,

1. choose an objects to represent your assigned stage of development.
- 2. Why did you choose the object?**
- 3. What are the key responsibilities of the facilitator during that stage?**
4. Be ready to report out.

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QUESTIONS

The Primary tool of the Facilitator

- **Objective** questions explore *facts* relevant to the topic.
- **Reflective** questions probe *how people feel* about a topic.
- **Interpretive** questions ask *what the information potentially means* for the group.
- **Decisional** questions ask *what the group is going to do*.

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Tool Discussion

The Facilitation Team

- Facilitator
- Recorder
- Observer

Tool Discussion

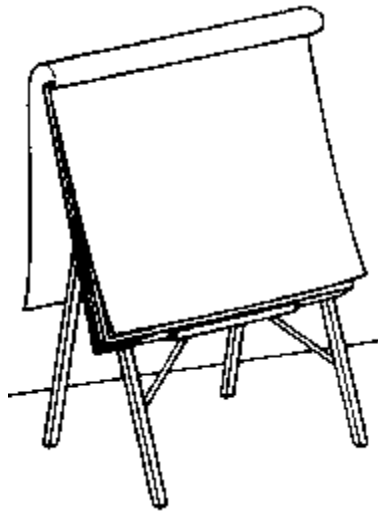
The Recorder's Tools

- Flip charts
- Sturdy stand
- Markers
- Prepared sheets
- White boards
- Computer and projector
- Camera
- Pre-ripped tape
- Pastels
- Attention



Tool Discussion

The Flip Chart



Tool Discussion

Small Group Exercise

Spend some time drawing information from your group and recording it.

“What kind of meetings do you attend in your work and life?”



Coming Soon!

Mining group knowledge with a cardstorming process.

WANTED: a volunteer...

maybe even two?!



Break



Tool Discussion

Why Cardstorming

- To give individuals time to generate ideas.
- To efficiently get a list completed with full participation from the group.
- To demonstrate how aligned or diverse the group of ideas is.

Tool Discussion

Cardstorming How –tos

- Large slips of paper
- Fat markers.
- Blue sheet or adhesive sprayed chart paper
- Ask for the clearest response in our first round.
- After getting each response, collect other identical and closely similar responses
- Repeat until all responses are gathered.

Tool Discussion

Cardstorming How-tos (2)

- Group and theme based on the question.
- Check-in for agreement of the group where there are options.
- Do a big picture check-in
- Then do another round to see if the themes have prompted additional ideas.

A practice run

First we'll create a list with the help of our facilitator.



Focus Question

Identify something you have done to make a meeting more effective.

- *This can be in any role you played*
- *Identify 1-3 items*
- *Write each on a separate sheet of paper.*
- *Use a magic marker and write big!*

Moving toward Decision

From a list:

- Group like ideas.
- Sort into themes.



Anatomy of Effective Meetings

GETTING READY:
PREPARATION



GETTING UNDERWAY:
GROUP FOUNDATION



GETTING IT DONE:
GROUP WORK



WRAP UP



FOLLOW - UP



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Gathering Input: Scale

Whole Group: *foundational conversations, voices heard by the whole group.*

Small Group: *to encourage closer connection, comfort for less participative members.*

Individual: *to bring in the unique perspective, allow thinking time, pull out every voice.*



Gathering Input: Forms

Whole Group:

- Focused question with recording
- Cardstorming
- Surveying – Straw poll

Show of hands as a group

Gathering Input: Forms

Small Group:

- Focused on same topic
 - Report out with additions
 - Combine small groups until it builds the whole
- Focused on different questions
 - Report outs
- Focused on a question series
 - Gallery walk: e.g. *SWOT & Start, Stop, Keep-On*

Break

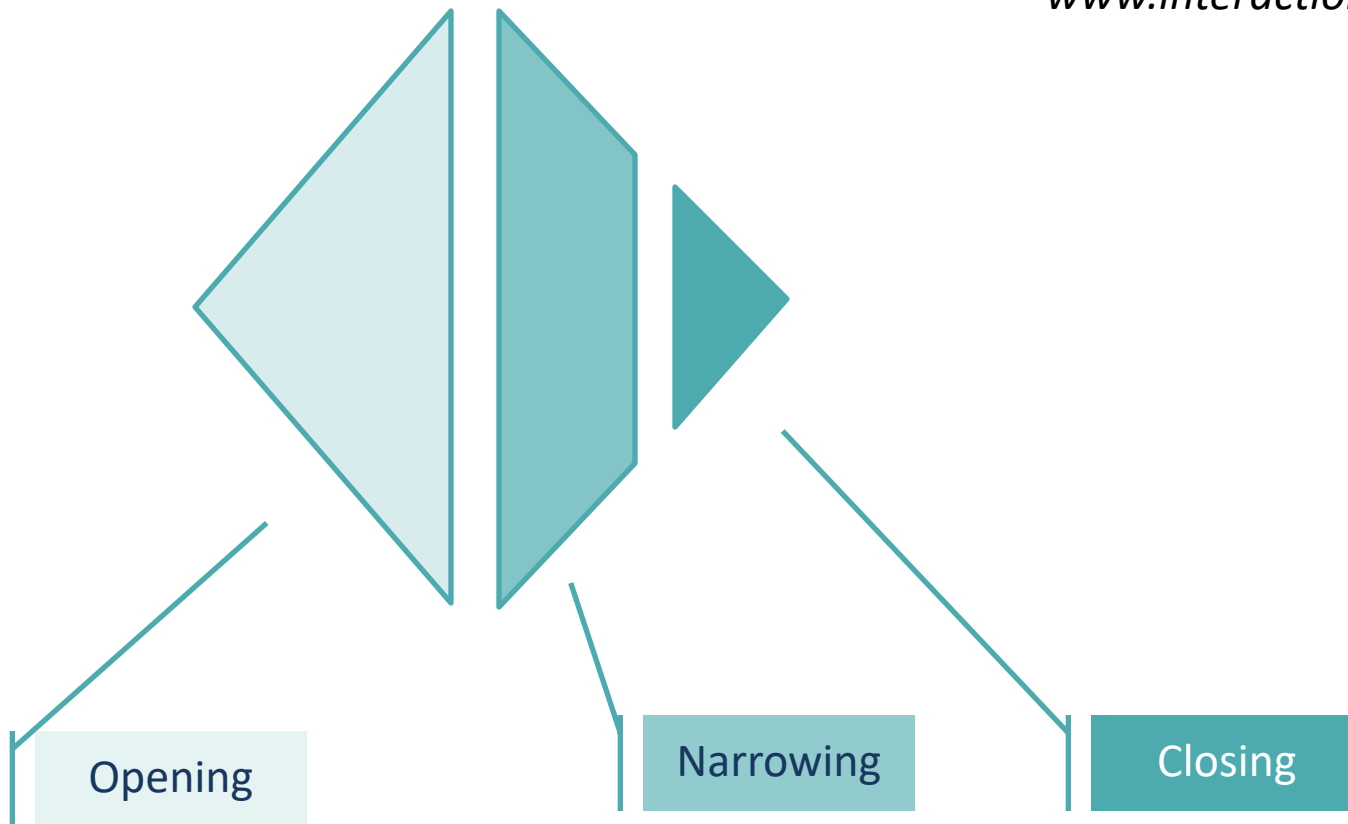
*When you have to make a choice and don't make it,
that is in itself a choice.*

William James



Moving toward Decision

The Interaction Associates Model,
www.interactionassociates.com



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Moving toward Decision

Tools for **narrowing** the ideas:

- Group like ideas.
- Sort into themes.
- Prioritization to limit the field.
- Multi-voting (page 15).
- Reviewing shared values and criteria



Tool Discussion

Multi-voting

- Ensure duplicates are eliminated
- Ensure options are clear.
- Give everyone the same number of dots.
- Tally the votes.
- Decide the threshold as a group.
- Decide what happens to each category as a group.

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Moving toward Decision

Tools for building agreement and **closing**:

- Build up and eliminate.
- Criteria development.
- Negative poll.
- Pluses and minuses.
- Straw poll.
- Action planning (page 16).



Tool Discussion

Plus/Delta (+/ ▲)

- Informal evaluation
- Allows for quick response
- Recorded to show the that group was heard, then acted upon if appropriate.

Day 2



Tool Discussion

Action Planning

GOAL:			TERM:	
Action	Target	Responsibility	Completed by Date	Resources Needed

INTERVENTIONS

- Read aloud together



Consensus

What do we
mean by
consensus?

Building
Consensus

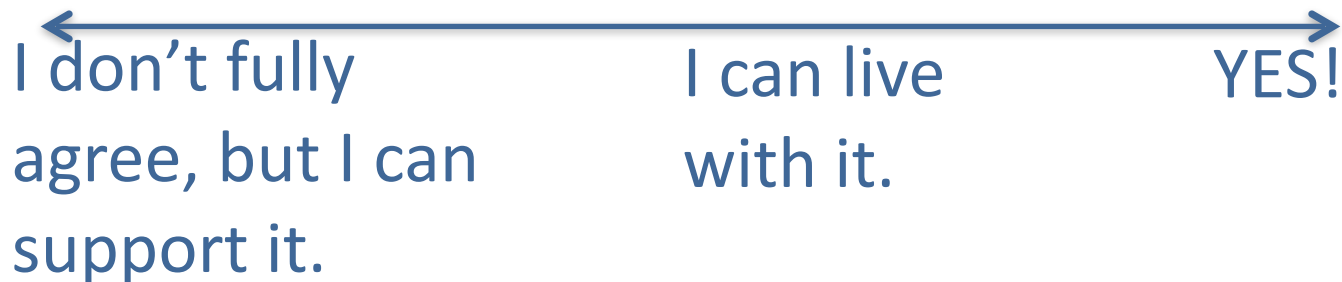


Consensus

- I **participated**
- My voice was **heard** among many others
- I heard the perspectives of **others**
- We worked through **conflicts**
- I may not have gotten exactly what I wanted*
 - But **we agreed** upon a decision
 - And I can **support** the decision
 - And **so can everyone else**

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Consensus

What are some of the things you do to build consensus?



Consensus

How do you know when you've reached consensus in a meeting?



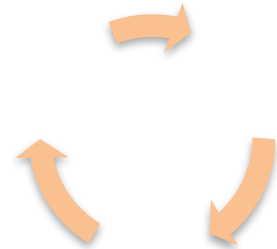
Consensus

What are some of the **barriers** to achieving consensus?



Build **TRUST**

- **Manage your contribution**
 - Listen, acknowledge, accept other truths, take responsibility. *Are you willing?*
- **Engage in Difficult Conversations**
 - State the obvious—there's a lack of trust
 - Express your desire & ask for their help
 - Ask questions & listen
 - Set new paths
 - Agree to feedback
- **Demonstrate trust through your actions**



Consensus Tools

- Time and commitment
- Facilitation training
- The group itself
- Technological tools
- Preparation
- Planning with a partner



Discussion

Think for a moment. Reflect on the day.

Is there a tool we've reviewed that you are excited about using?

- What's the specific situation you plan on using it in?
- How you think it will help?



Discussion

Pair up with someone you haven't worked much with today.

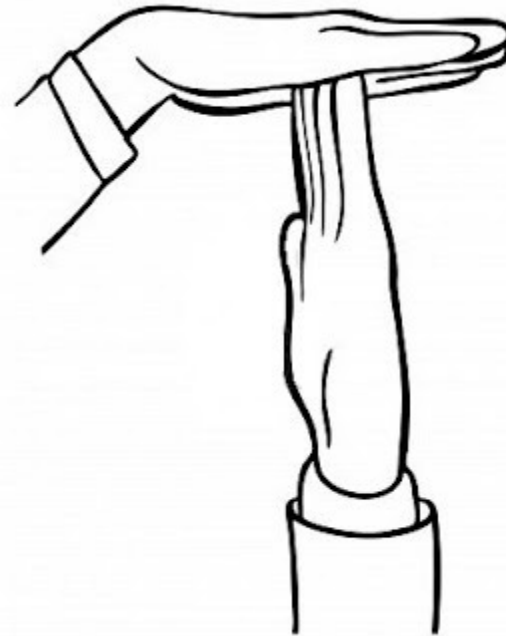
Share with each other in 3 minutes each:

- A tool you are excited about using
- The situation you plan on using it in
- How you think it will help.



Process Break

***Let's discuss
what we just did.***



Tool Discussion

Think, Pair, Share

Pair up the group members to discuss and digest information together.

Good for changing room energy, channeling side talk, allowing for the processing in small groups when information doesn't need to be captured.



Wrap Up

