

Facilitation Skills Session 2

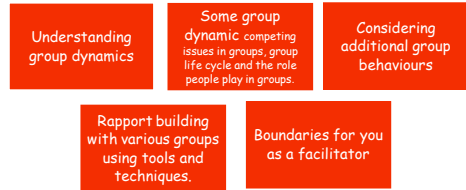


Facilitation Skills

Day 1 Session 2

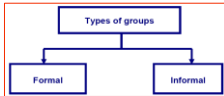
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Learning objectives



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What is a group?



A group is a collection of two or more people who interact with each other working together (either paid or unpaid) for a common goal / purpose

Collective identity - individuals perceive that they are part of the group

Interaction : There is an interaction among the members of the group - sharing of ideas through different communication methods



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"Group dynamics is a set of behavioural and psychological processes that occur within a social group or between groups. It refers to the nature of groups, the laws of their development, and their interrelations with individuals, other groups, and larger institutions"

Cartwright, D. and Zander, A., 1968. Group dynamics.

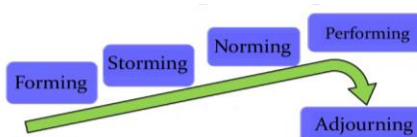


The study of human behaviours in groups



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Life cycle of a group



Tuckman



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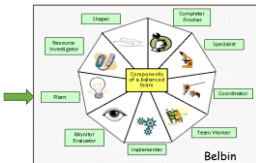
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Roles we find in group

<https://www.youtube.com/watch?v=-efhOLVgEvM>

To add to this complexity we as people also play a role in a team - A Team Role came to be defined as: "A tendency to behave, contribute and interrelate with others in a particular way." It was found that different individuals displayed different team roles to varying degrees.

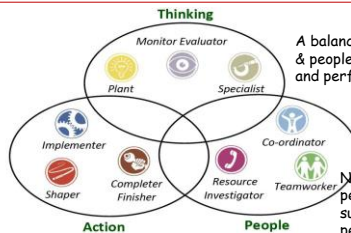


- Nine group roles
1. Plant
 2. Resource investigator
 3. Co-ordinator / chair
 4. Shaper
 5. Monitor / evaluator
 6. Team worker
 7. Implementer / organiser
 8. Completer / finisher
 9. Specialist

Total Focus

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Nine role in three trait segments



A balance of thinking, action & people roles = productivity and performance

NB you do not need nine people to take a successful group as many people play several roles.

Total Focus

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Three competing issues

When we are facilitating a group we as facilitators need to be aware:

That within the group there is:

1. The task
2. The group / team itself
3. & the individual



All of which must be managed to get a positive outcome

Adair

Total Focus

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3 criteria for effective groups

Performance (team) - the service that the group delivers meets or exceeds the performance standards of the people who receive and use it.

Process (task) - the processes and structures used to carry out the work enhance the ability of members to work together.

Personal (individual) - then group experience contribute to the growth and wellbeing of its members

<https://www.youtube.com/watch?v=vTG698U2Mvo>

Total Focus

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The elephant in the room! (it might be you!!!!)

Name it - once you name it, you can openly talk about it.

Get ideas from team members - on how to deal with it. The more ideas, the better.

Get agreement on the best solution

Get but-in from all the team members on next steps.

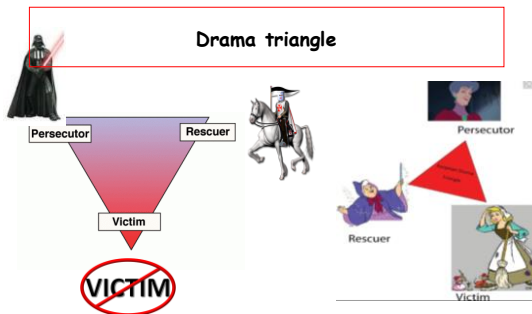
Step forward together by taking meaningful action.



Total Focus

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Drama triangle



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Building rapport

What is rapport?



A mutually felt sense of connection accompanied by trust, openness and emotionally affinity



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How do we do this?

Rapport is built on four levels

- Non-verbal - body language / digital body language
- Tone - intonation - especially on the telephone
- Language - some words to be careful of...
- Beliefs and values - in groups are they the same?



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BUILDING RAPPORT

RAPPORT

YES WHEN.....



- It's about us
- We notice our similarities
- It's about mutual respect
- There is trust building
- Willing to see the world from the other's point of view

NO WHEN.....



- It's about me
- We focus on our differences
- It's just about friendship
- It's about manipulating
- Trying to get you to see the world from my point of view



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Building good rapport face-to-face & on-line

- Appropriate use of the other person's name
- Using similar words to them
- Warm tone
- Using active listening skills to hear what they are saying
- Making empathetic statements, which demonstrate you understand their situation and needs
- Asking them questions about their views.
- Finding things that you have in common and talking about them
- Taking an interest in the whole person, and their wider interests, not just their work or the task they are currently working on



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Your questions?

Why is rapport important?

How do we build rapport?

How is rapport broken?

What can we do to improve our skills?



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What is facilitation groupwork success for you?

What tools and techniques will you put in place for your next meeting?



To ensure successful groups?



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Facilitation Skills Session 2

Boundaries for you as a facilitator

People take on the role of facilitator because they are enthusiastic and truly want to help make a difference in the lives of others. Many have no training in the area.

Unfortunately, without setting healthy boundaries for themselves, people quickly become exhausted and burned out.



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Boundaries for you as a Facilitator

In order to make the role of facilitator sustainable, it is essential for people to understand the importance of making and setting healthy boundaries



How you set the boundaries between yourself and the group is your decision...



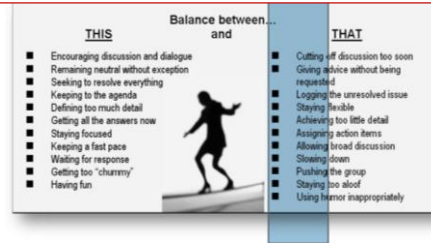
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Your biggest ASSET in facilitation is



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Facilitator balancing act



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Take-away from session 2

Understanding group dynamics

Some group dynamic competing issues in groups, group life cycle and the role people play in groups.

Considering additional group behaviours

Rapport building with various groups using tools and techniques.

Boundaries for you as a facilitator



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Trainer's details

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