

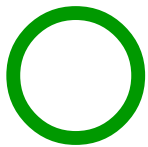
3 Top Tips for facilitation



Positive Opening & Closing Rounds



Agenda in form of a question



Rounds
(Attention = non- interruption)



Positive Opening & Closing Rounds

Why are positive opening rounds important?

- ✓ Begins to **engage** the team
- ✓ Starts to introduce **Equality** (everyone matters and everyone is heard)
- ✓ Brings team into the now/**present moment**
- ✓ Helps **remove stress/anxiety**
- ✓ Encourages **active participation** from start
- ✓ Helps encourage **Ease**

How?

Going in turn around the group, allowing everyone to speak uninterrupted:

- *“What is putting a smile on your face today?”*
- *“What is going well in your work at the moment?”*
- *“What are we as a team/board/organisation currently doing well?”*

Why are positive closing rounds important?

- ✓ **Reflection** on what went well
- ✓ **Re-engages** the team, especially if meeting has been challenging
- ✓ Finishes on a peak of **positivity**
- ✓ Team usually leaves the meeting **smiling** which creates a positive association with meeting
- ✓ Helps develop **Appreciation/Encouragement**

How?

Going in turn around the group, allowing everyone to speak uninterrupted:

- *“What do you think was the best thing about this meeting?”*
- *“What do you think went well in this meeting?”*
- *“What one quality do you most value about the person sitting to your right/left?”* (May answer either in a sentence or just three words)

Q? Agenda in the form of a question

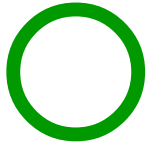
Why is this important?

- ✓ The mind **thinks better** in the **presence of a Question** – acts as a ‘hook’
- ✓ People can start thinking about the question **before** the meeting
- ✓ **Shortens** the meeting by providing structure & focus
- ✓ Ensures meeting organiser has considered the issue/outcome before the meeting so sets meeting up for **success**

How?

- Ensure main agenda points are written in the form of a question
- Distribute agenda questions prior to meeting
- Be realistic about how many key questions you can answer in the time you have available for the meeting

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|---|--|
| For discussion: (Use open questions) | <i>“How do you think we could fix/improve/change X?” “What do you think would be a good way to tackle Y?”</i> |
| To determine limiting assumptions: | <i>“What is stopping us from... ?”</i> |
| To remove limiting assumptions: | <i>“If we knew we could achieve Z, how could we go about it/proceed/start/change?”</i> |
| To encourage thought leadership: | <i>“If it were entirely up to you, how would you ...?” “If we were starting the business from scratch today, how would we design/what would we do differently...?”</i> |
| To challenge denial: | <i>“What do we know now that we will find out in a year’s time?” “What is staring us in the face that we are refusing to look at?”</i> |
| To refocus any meeting: | <i>“What is the question we are trying to answer?”</i> |



Rounds (Attention = non-interruption)

Why are rounds important?

- ✓ KEY way to **improve quality of thinking in a meeting**
- ✓ Produces **superior ideas in less time**. Creates **Attention**
- ✓ Allows people to **verbalise** and thus **generate their own thoughts**
- ✓ **Eliminates time** and **stress** inducing interruption
- ✓ Gives **thinking space** and encourages **diversity** of thought
- ✓ **Generates** wide range of ideas, thoughts & opinions
- ✓ Creates **Equality** (equal turns & attention and **everyone matters**)
- ✓ Removes **power differentials/hierarchies**
- ✓ Safely permits **emotive discussions**, without fuelling conflict
- ✓ Creates significantly better team **participation**, especially from quieter team members / those who work in a more introverted way (& effectively 'silences' more vocal team members)
- ✓ **Shortens** the meeting (removes time consuming 2-way 'discussions')
- ✓ Creates **strong buy-in** to decisions (as everyone has been listened to and 'heard', even if they disagree)
- ✓ Significantly improves the **quality of listening** by team members
- ✓ Creates **respect** and politeness amongst team members
- ✓ Immediately **stops unfocused**/scattered behaviour
- ✓ **Powerfully engages**, through experiencing 'aha' moments in front of colleagues

How?

- **Be very clear about the question to be thought about/discussed**
- Decide on the direction & a volunteer to start
- Remind people that no-one interrupts until the round is completed
- Ask team to speak in turn, completely uninterrupted
- Ask for group attention on each speaker
- Ask speakers to address (give eye contact to) whole team
- Best ideas usually appear on 2nd or 3rd round
- After 1-3 rounds, continue with normal open discussion if required (but ask team to not interrupt any speaker)
- **Facilitator/chair to conclude on decision/action**
- Move onto next agenda point, if necessary
- Ask for one round to instantly refocus a scattered/dysfunctional meeting
- Use thinking pairs where possible to safely allow emotive feelings to be verbalised and / or generate fresh creative thinking