

Facilitating Meeting Skills



Building Team and Discover Group Wisdom



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1. Introduction



Know the basic



Definition

What is facilitation?

Facilitation is the process where a facilitator guide the group members in meeting to share ideas, opinions, experiences, and expertise in order to achieve a common goal and agreeable action plan.

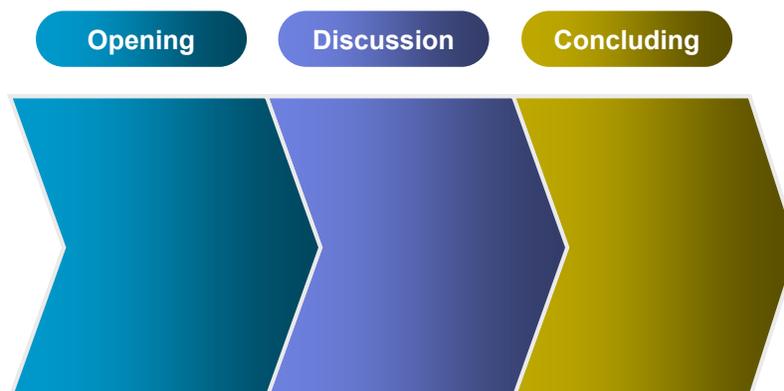


Why is it important?

- Reduce burden
- Higher level of thinking and planning
- Discover the wisdom of your team
 - Ideas, experience, advise
 - high commitment
- Develop People



Meeting Progress Diagram





Meeting and Facilitation

- Meetings occur for a number of reasons where participants are called upon to:
 - Ø make decisions
 - Ø share information
 - Ø plan work
 - Ø learn from one another
 - Ø create buy-in
 - Ø solve problems



Sharing

What is your facilitating experience?
Have you come across a skill facilitators?
“Global”

2. Basic Facilitation Skills



Know the basic

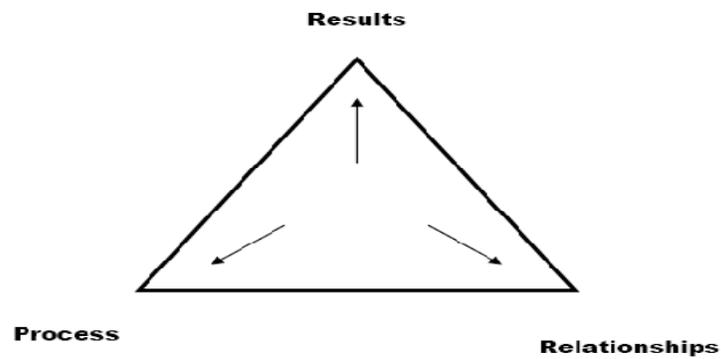


Facilitation Dimensions

Facilitation Framework

SOURCE: *Interaction Associates*. *Facilitative Leadership*.

Effective facilitators balance their focus along three dimensions.





Basic Skills

- Making everyone feel comfortable and valued
- Encouraging participation
- Preventing and managing conflict
- Listening and observing
- Guiding the group
- Ensuring quality decisions
- Ensuring outcome-based meetings

Using Core Skills and Tools **2**

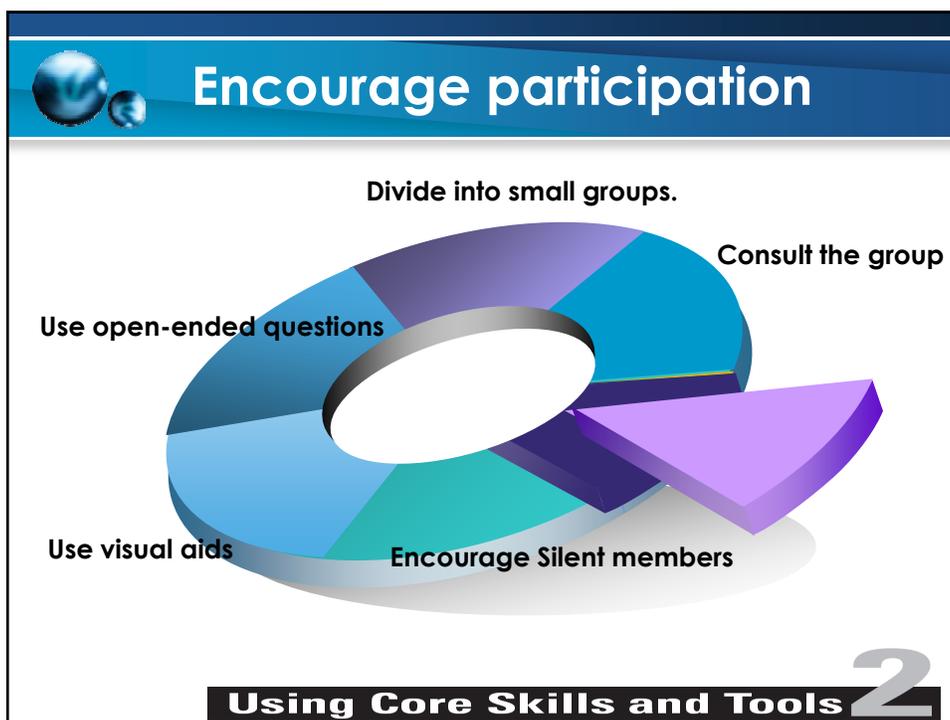


Feel Comfortable

Skill: Make everyone feel comfortable and valued

- Get to know them
- Use body language
- Thank the organization, then check understanding
- Thank participants

Using Core Skills and Tools **2**





Increase Understanding

- Use team-building activities.
- Set ground rules.
- Search for agreement.
- Agree to disagree.

Using Core Skills and Tools **2**



Listen and observe

- Listen actively.
- Scan the room.
- Do not make assumption
- Check for understanding
- Rephrase their responses
- Summary
- Reap
- Write it down

Using Core Skills and Tools **2**



Guide the group

- Delegate a timekeeper.
- Refer back to the meeting objectives and agenda.
- Stray from the agenda when necessary.
- Challenge their assumption
- Encourage them to go beyond (creative tension)
- Instill the concept of Effectiveness
- Instill the concept of Initiative
- Ask about Plan B and even Plan C
- Ask them about short term, long term, milestone and continuity plan
- Use a parking lot

Using Core Skills and Tools **2**



Ensure quality decisions

- Remind the group of decision deadlines.
- Review criteria and supporting information.
- Review the decision-making process.
- Poll the group before major decisions.
- Review the decision.

Using Core Skills and Tools **2**



Ensure Commitment to Action

- Review objectives for each agenda item.
- Record decisions.
- Develop an action plan.
- Ensure the team leader follow up

Using Core Skills and Tools **2**

3. Facilitating Opening



Good Beginning



Welcome participant

- Formally start the meeting.
- Welcome everyone officially.
- Use body language

Facilitating the Opening **3**



Introduce participants & yourself

- Consider an icebreaker.
- Give precise instructions.
- Allow brief announcements.
- Check in

Facilitating the Opening

3



Set the tone and pace

- Help the group develop ground rules.
- Set the stage for agreement.
- Clarify the role of members.

Facilitating the Opening

3



Go over and approve meeting objectives and agenda

- Post meeting objectives
- Ask for input on the objectives and agenda.
- Point out any changes to the agenda.

Facilitating the Opening

3



Agenda

Meeting Objective		Discussion of Preparation for Ramadan Sales		
Attendees		Denish, Uji, Wani, Zaidi, Guna, Rahmah, Isma, Nesan, Laurence, Alan		
Date		2 nd Oct 2005		
Time		2.00 pm - 4.00 pm		
Location		MTC of JMI		
Abseetees		Norashikin (MC), Puan Zaleha (Entertain customers)		
No	Item	Person In Charge	Duration	Expected Outcome
1	Decide closing time during Ramadan	Denish	30 minutes	Fix a time agreeable to everyone; Ways of communicate to employees
2	Allocation of manpower in promotional items	Uji	30 mins	Name and number of employees needed to be stationed at each promotional section
3	AOB	Zaidi		
Meeting Preparation		Facilitator role: Zaidi; Note Taker: Hamdan		
Items to Bring to the Meeting		Notes from April 4 th meeting – brainstormed ideas. Completed interview data.		



Review minutes

- Allow adequate time to review and approve minutes.
- Address follow-up items.

Facilitating the Opening

3



Meeting Minute

Meeting Minute

Meeting Objective	Discussion of Preparation for Ramadan Sales			
Attendees	Denish, Uji, Wani, Zaidi, Guna, Rahmah, Isma, Nesan, Laurence, Alan			
Date	2 nd Oct 2005			
Time	2.00 pm - 4.00 pm			
Location	MTC of JMI			
Abseetees	Norashikin (MC), Puan Zaleha (Entertain customers)			
No	Item	Person In Charge	Deadline	Remarks
1	Review Agenda and approve Minutes			
2	Shop close at 10pm. Communicate to employees	Denish (Floor meeting) Rahmah (Notice board)	7 th Oct 2005	OT provided No MC allowed

4. Facilitating Discussions and Decisions



Explore the Issues



Facilitating Discussions & Decisions

- Keep the group on task
- Assess the group's concentration and engagement
- Clarify confusing discussions
- Provide feedback to the group
- Enforce ground rules

Facilitating Discussions
and Decisions

4



Keep the Group On Task

- Determine if you have enough time to complete the agenda and the closing tasks.
- Extend the meeting.
- Help the group set priorities and decide which remaining agenda items to address in the time remaining.

Facilitating Discussions
and Decisions

4



Assess the group's concentration and engagement

- Read the group's energy level.
- Check involvement.
- Avoid presentations after lunch.
- Give them a break.
- Provide snacks.

Facilitating Discussions
and Decisions

4



Facilitating Discussions & Decisions

- Keep the group on task
- Assess the group's concentration and engagement
- Clarify confusing discussions
- Provide feedback to the group
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Facilitating Discussions
and Decisions

4



Clarify confusing discussions

- Listen for unfamiliar terms.
- Restate the issue before a decision.

Facilitating Discussions
and Decisions

4



Provide feedback to the group when necessary or appropriate

- Check your personal biases.
- Be specific in describing what you observe.
- Describe or probe the impact of what you observe.
- Ask for and summarize suggestions.
- Point out consensus.
- Point out similarities between members' statements.
- Use conflict to improve decisions.

Facilitating Discussions
and Decisions

4



Enforce ground rules

- Know the ground rules.
- Create non threatening mechanisms to enforce the rules.
- Correct violations the first time — and as soon as — they occur.
- Be fair and consistent in enforcing rules.

Facilitating Discussions
and Decisions

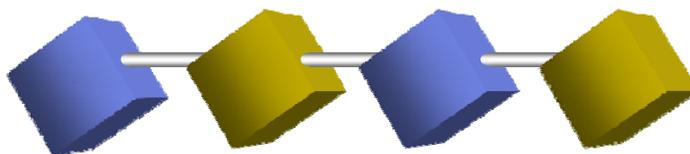
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5. Facilitating the Conclusion



Tie Up The Loose End

Facilitating The Conclusion



**Identify
the next
steps**

**Adjourn
on a
positive
note**

**Evaluate
the
meeting**



Identify the next steps

- Complete an action plan.
- Visit your parking lot.
- Update the Team calendar.

Facilitating the Conclusion

5



Evaluate the meeting

- Do a group evaluation.
- Debrief after the meeting.

Facilitating the Conclusion

5



Adjourn on a positive note

- Thank members for their perseverance and hard work.
- Recall agreement.
- Remind participants of decisions that received strong support.
- Make it official.

Facilitating the Conclusion

5

6. Dealing With Challenges



Crowd Control



General Guideline

- Always look for the positive.
- Go easy.
- Put prevention before intervention.
- Look to the group for support.
- Seek outside assistance

Dealing With Challenges

6



Challenging Behaviors

- Side conversations
- Conversation domination
- Repeaters, parrots, and ramblers
- Verbal attackers
- Disruptive audience
- Absolute silence
- Inability to reach consensus
- Revisiting of decisions
- Charges of being culturally incompetent

Dealing With Challenges

6

7. Summary



Test



Sharing



The slide features a blue header with the word "Sharing" in white. Below the header is a large white area with a faint background of binary code (0s and 1s). In the center, there is a 3D blue globe with a laptop computer connected to it by a thin black line, representing global connectivity and sharing.

Evaluate the meeting

- Do a group evaluation.
- Debrief after the meeting.

