

Facilitation workshop: Tips for improving skills

Kolb learning style

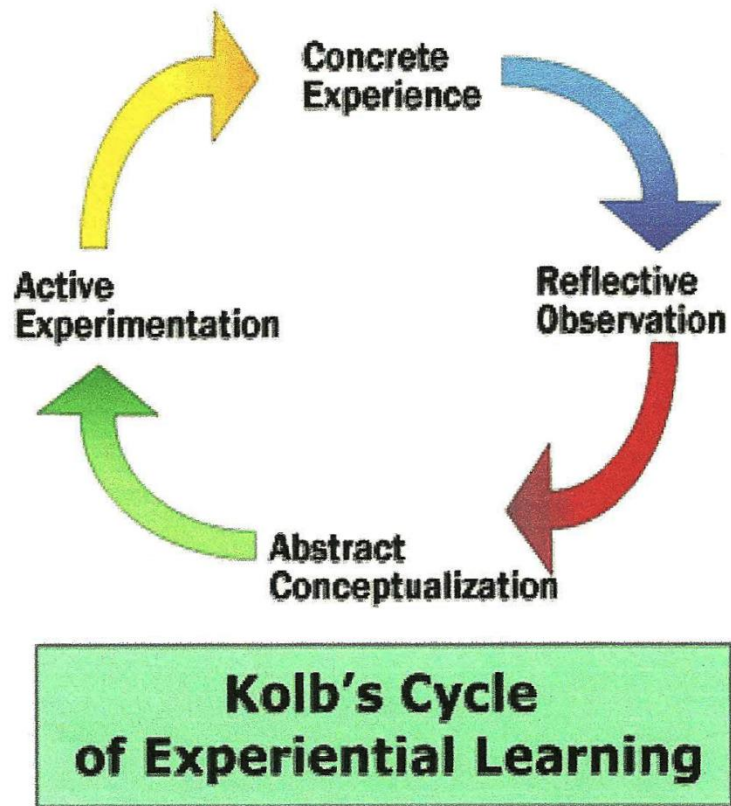


image by Karin Kirk

- We all learn and engage differently
- learning cycle can begin with any one of the four elements
- learning preferences can be described (Learning Style Inventory).
- Design with all elements (and styles in mind).

Facilitation styles

**TAKE
AWAY!**

*Know what you like in a workshop, know what you are good at
and design to those characteristics.*

Tips for ensuring workshop success – applying lessons that have been learned.



- 1. Preparation and design**
- 2. Attributes of a good facilitator, the do's and don'ts**
- 3. Dealing with different (difficult) situations**
- 4. Lessons learned – how to ensure workshop and event success**

My design experience

- Design is more than half the battle (more like 2/3rds)
- Start by setting clear and agreeable objectives
- Understand the deliverables
- Write macro agenda – do not do detail until this is done
- Review, review, review with client
- Engage participants in the design – what do they want?
- Session planning: be as detailed as possible

Session planning

- What are the products that will be produced at the end and how will you get there?
- How big is the audience – how deep do you need to go?
 - Individual to two people to groups to plenary?
 - Report out or not report out?
- Information, consensus, decision making
- Then decide techniques:
 - Card writing and sorting/posting on wall
 - Pre-set forms
 - Role playing
 - Voting
 - Kiosk/Posters
 - Full group discussion
- Then think about room logistics

Attributes of a good facilitator

- Doesn't lend opinion
- Talks less not more
- Listens before speaking. Then listens again.
- Don't paraphrase if it can be helped; am I getting it right?
- People see their own words
- Optimistic and energetic, but not overly so.
- Patient
- Don't criticize, don't compliment (unless it is full group)
- No agenda.
- Be the facilitator, not content experts
- Keeps things moving, while keeping track of discussion outputs
- Check with client regularly
- Therapist – keeping the peace during the design and delivery

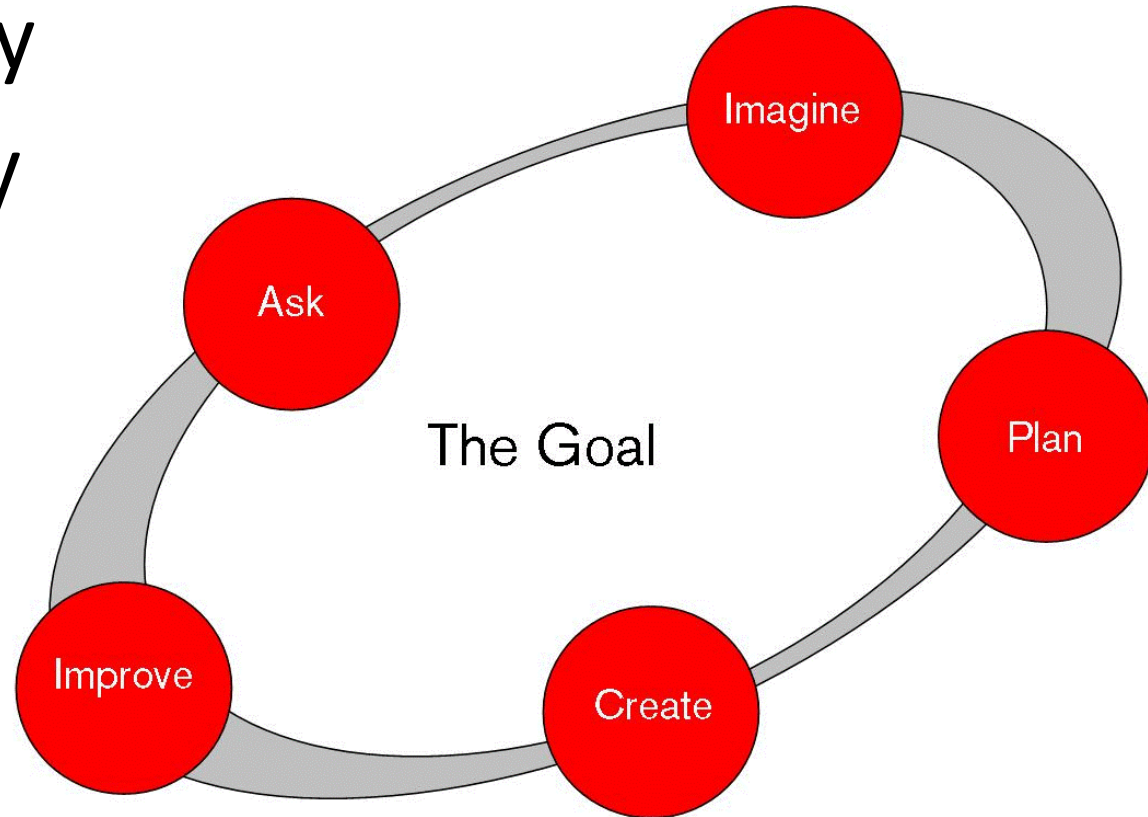
Lessons learned

how to ensure workshop success



Its about the process

- Good process good can do amazing things, bad process can ruin a day
- Change it if necessary
- Trust your instincts



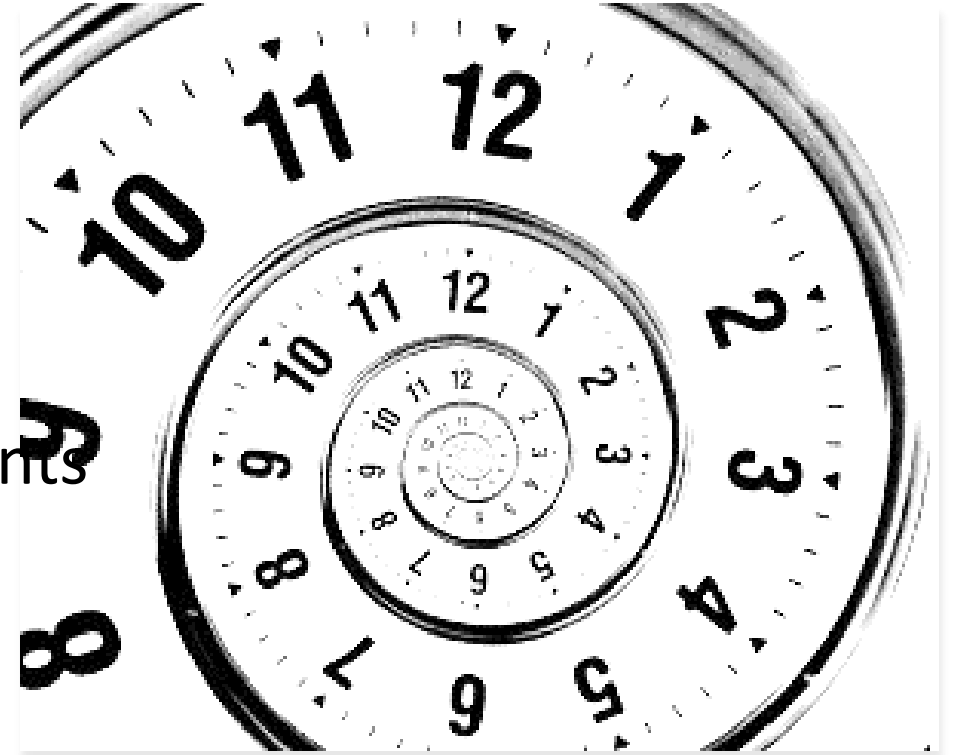
Make technology work for you

- Use simple, large graphics
- Create events where people interact with people
- Everyone needs online access
- Test, on site, embedded video, web links, etc
- Don't depend on PowerPoint
- What's new on the technology front
- Pictures of group output
- Don't let it distract



Time

- It is what I worry about most
- Care about participant's time
- Session plan specific timing of all elements
- Public timer
- Breaks ... use as fillers
- Group work faster than reporting
- People fill time they are given
- Start and finish on time



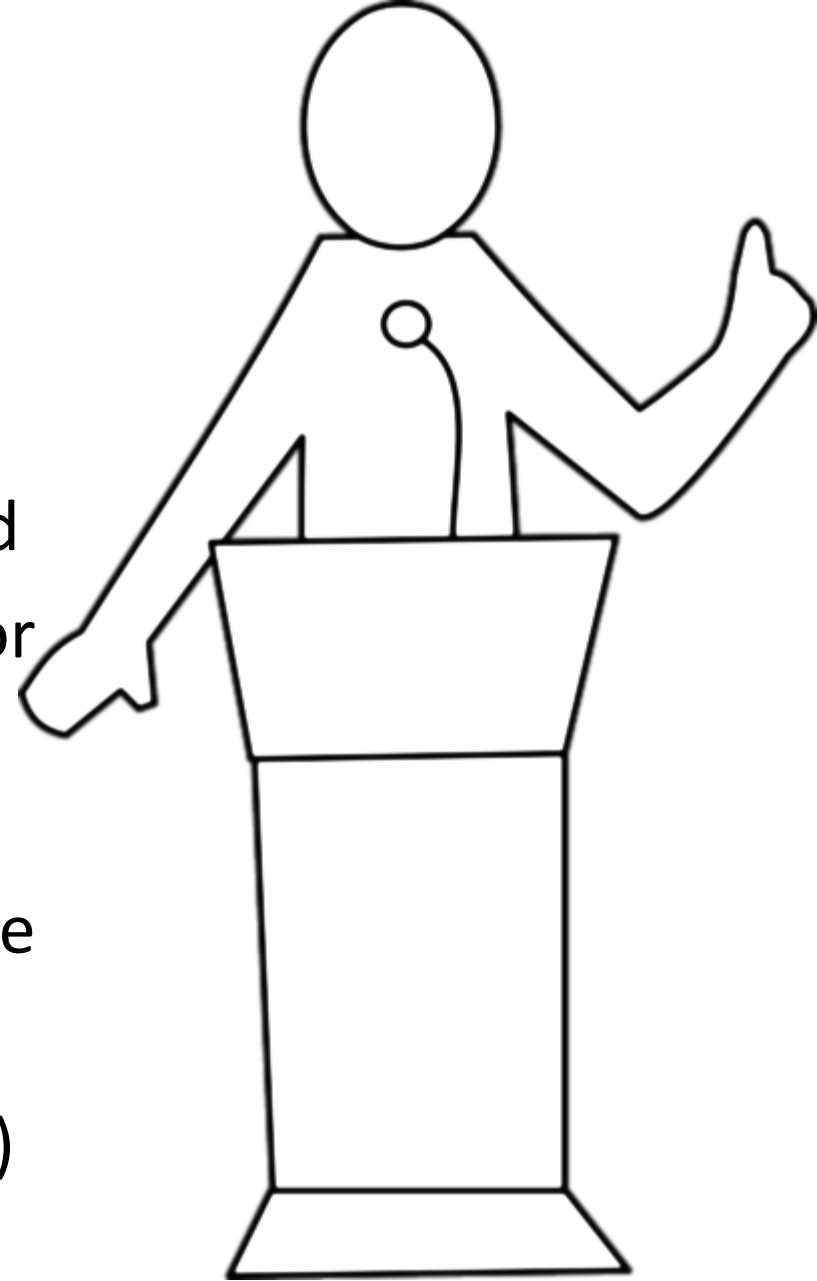
Get help

- Administrative support to track details
- Table facilitators
- Note takers and final document production
- IT team
- Client plays a major creative and verification role




Speakers

- Make sure they understand the goals and agenda
- Do a walk through of their presentation beforehand
- Get presentation ahead of time, but be prepared for it to change
- Check their AV at meeting, before the start
- Where to do they sit, how do they get to/from stage
- Be prepared to introduce them
- VIPs should be treated like VIPs (even if they aren't)



Build a tool box

- Add notes to session plan – what really happened
 - Track time
 - Bind, keep and reference
 -but customize every event.
- Tool bag of supplies
 - Item numbers or get them yourself
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- A vibrant, stylized illustration of a tool bag overflowing with various tools. The bag is a mix of pink, purple, and blue. Tools visible include a green-handled saw, a blue hammer, a yellow wrench, a purple screwdriver, and a green pencil. The tools are arranged in a dynamic, overlapping fashion, suggesting a well-stocked and versatile kit.



Control

- Get control before you loose control – let participants know you are competent and not afraid
- Have clear goals and objectives and try not to stray from them
- Physical proximity, eye contact and gentle gestures
- Recruit help
- Be optimistic, but plan for the worse
- Control yourself



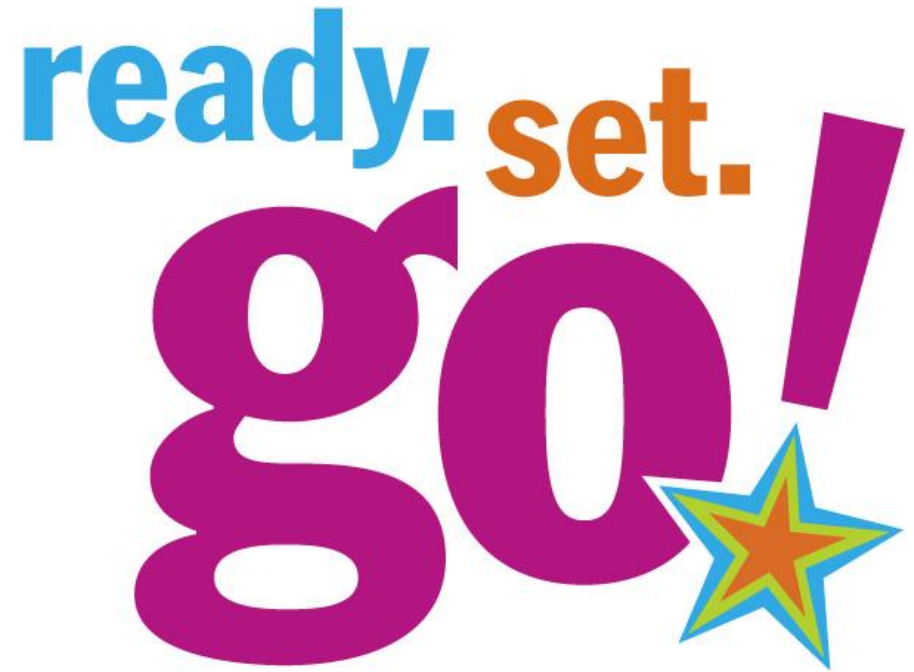
The meeting space

- Be specific about what you want and need
 - Are there walls for posting
 - Do you need breakout room
 - What is lighting like
 - Where are the doors, windows, paintings
 - Types of tables, chair (Fixed chairs, bad!)
- Atmosphere is important
 - Clean, bright
 - Music that is generic and upbeat



Get yourself ready

- Translate session plan to PowerPoint slides
- What do you want in hardcopy
 - Agenda
 - Posters
- Check your supplies
- Final contact with speakers and client



Day of

- Arrive early or day before
- Walk through of space *and* process
- Test your own slides
- Final briefing with team
- Get your voice ready
- Know exactly what you are going to say in the first 10 minutes, stay on script

