Facilitation Fundamentals

Overview
This two day course is a workshop focused on the fundamentals of facilitation. In the workshop, learners experience the facilitation role through realistic role-playing exercises involving governmental and non-governmental stakeholders. The exercise creates an interactive forum for developing and applying basic facilitation skills in inter-agency as well as multi-stakeholder settings.

Learning Objectives
Through this course, learners will:

- Develop appreciation for the complexities of the facilitator role
- Recognize the underlying concepts and phases of a facilitation process
- Develop and apply skills in meeting planning
- Develop and apply essential communication and intervention skills necessary to manage interpersonal dynamics that occur in groups

Topics
This course includes the following topics:

- Reminders re: ECR fundamentals
- Facilitator roles and responsibilities
- Group develop process
- Managing interpersonal dynamics in groups
- Effective facilitation/facilitator communication skills
- Listening for understanding
- Questioning
- Paraphrasing, summarizing and reframing
- Dealing with emotions
- Intervening
- Cultural aspects to consider
- Framing the issue
- Encouraging participation and group learning
- Process design and meeting planning
Reading List:
The following supplemental readings are recommended:


(7) Kinlaw, Dennis C. (1993) Team-Managed Facilitation, Pfeiffer & Co.: San Diego, CA


(15) Zimmerman, A. L. & Evans, Carol J. (1992) Facilitation: From Discussion to Decision
TENTATIVE AGENDA

DAY 1

MORNING

Snacks & informal networking

8:30 a.m. Course begins

Introductions, Objectives, Purpose, and Logistics
Welcome!
- Overview of agenda and learning objectives
- Review ECR fundamentals
- Basics of Interest-Based Negotiation

Facilitator’s Role and Responsibilities
- Basic roles and responsibilities
- Exercise: How does facilitation help?
- Roles and responsibilities, continued

Break

Communication Skills for Facilitators (Part one)
- Managing interpersonal dynamics
- Judger vs. learner modes
- Listening for understanding
- Questioning
- Paraphrasing
- Activity: Facilitating communication between others

LUNCH ON YOUR OWN - 12:00-1:00 PM

DAY 1 - AFTERNOON

Group Dynamics (Part one)
- Group development process
- Cultural Aspects
- Encouraging collaborative learning

Understanding and Setting Context
- Defining the issues: Framing
- Defining the role of participants/degrees of collaboration
Break

Introduction to the Scenario
- The San Sebastian Bridge controversy
- Governmental entities and stakeholders
- Activity: What is my role?

Communication Skills for Facilitators (Part two)
- Encouraging participation
- Productive, non-judgmental language
- Summarizing and constructive restating
- Dealing with emotions
- Activity: In other words
- Activity: Facilitating a small group

ADJOURN for the day – 4:30 PM

Homework:
- Kraybill Conflict Styles Inventory
- Review San Sebastian Bridge scenario
TENTATIVE AGENDA

DAY 2

MORNING

Snacks & informal networking

8:30 a.m. Introduction for Day 2
- Review objectives; Questions from Day 1
- Debrief the Kraybill Conflict Styles Inventory

Group Dynamics (Part two)
- Intervening

Break

Beginning a Collaborative Process
- Meeting planning
- Designing technologies into ECR processes
- Activity: Planning the key stakeholder meeting
- Facilitating/running meetings
- Managing difficult conversations
- Closing a meeting

LUNCH ON YOUR OWN – 12:00-1:00 PM

AFTERNOON

Beginning a Collaborative Process: (continued)
- Activity: Conducting the multi-stakeholder meeting

Break

- Following up after meetings
- Next steps after the multi-stakeholder meeting

Check-in on Key objectives

Evaluation

ADJOURN – 4:30 PM