

My facilitation skills:

Capability checklist

Name _____

Skill	Notes	Achievement? Mark as High, Medium or Low
Confidence in the design	<p>I have paid sufficient attention to the planning of the session <i>(ie clarifying the purpose and desired outcomes, principles for the style of the event, any pre-work, impact of venue, preferences of the group, managing risks, range of motivating activities that mix people up and move them about, planning capturing and follow-through in advance etc)</i></p> <p>I have rehearsed my words and dry run some of the processes I will use</p>	<input type="checkbox"/>
Comfort with juggling the 4 roles	<p>I can manage the four roles of focused, effective facilitation:</p> <ol style="list-style-type: none"> Keep the group focused on the task, Maximise participation, Keep the group to time and Summarise/reflect/ ensure ideas are captured 	<input type="checkbox"/>
Framing a task and managing continuity	<p>I know how to make clear what is expected</p> <ul style="list-style-type: none"> Verbally Using aids (slide, chart, card) Outlining the rationale for what I am asking Showing the connections to other parts of the agenda 	<input type="checkbox"/>
Managing the thinking of the group	<p>I am confident in working through the 'decision diamond' (managing divergent to convergent thinking – see diagram in Annex below)</p> <p>I have knowledge of how to use a range of methods (eg De Bono creativity techniques, action planning etc – See Annex)</p> <p>I am aware of different personality styles and how they affect the flow of work – eg preferences for big picture vrs detail and logical and rational vrs emotional etc</p>	<input type="checkbox"/>

Managing my own participation	I know how to make sure I don't get too involved in the content of the discussion I am facilitating	<input type="checkbox"/>	
Aware of my own authentic style	I am comfortable with my own way of working with a group, knowing there is no single 'right' way I am aware of my current skill level (see second part of Annex) I am aware of how my own preferences for group work might not be shared by everybody I need to work with	<input type="checkbox"/>	
Know how I will work with my co-facilitator	We have talked about our preferences and strengths – and have a clear understanding of how we will 'double act' We know each others signals (eg to come in, move things on)	<input type="checkbox"/>	
Confidence in handling pushback and ideas from the group	In a tricky situation... <ul style="list-style-type: none"> • I can take most challenges without panic • I ask inquiry questions to check understanding • I have a range of voting techniques to poll the opinion of the group • I have practiced how to confront (eg using the ideas of Heron on 6 interventions) • I use SPO when suggesting how to move on I reflect back the Situation, outline the Process I am suggesting and the Outcome it will achieve 	<input type="checkbox"/>	
Know what I fear and how to handle it	I know <ul style="list-style-type: none"> • My facilitation 'nightmare' • What the possible hypothesis are for it • Some tips on how to handle it 	<input type="checkbox"/>	
Top tips to help address facilitation 'nightmares'	Do you have knowledge? In each of these areas... <ol style="list-style-type: none"> 1. Managing silence (eg see *) 2. Recalling names 3. A few dominate/speak all the time 4. Low energy (eg after lunch, during feedback) 5. Dealing with those distracted by Blackberries or side conversations 	I need some ideas <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	I have ideas to share <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

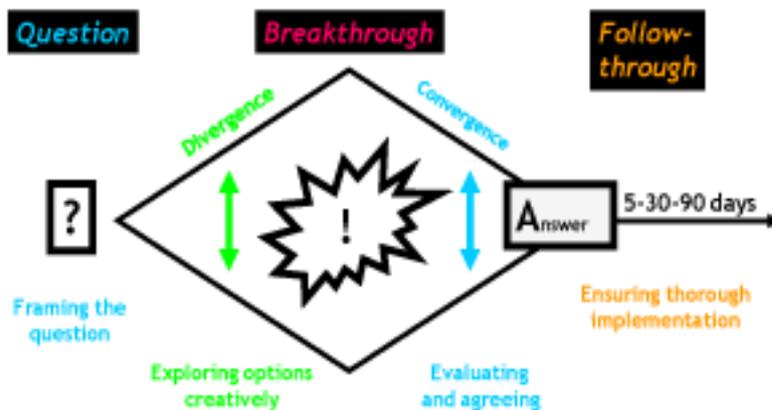
NOTE

* = eg ideas for handling silence such as break into pairs, take a break, have a vote, ignore and move on, make joke, don't stop, do stop (...stand there...does silence = assent?) etc

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Annex: Supporting frameworks

The **decision-making diamond** gives a framework for going from question to action



Facilitation skills: aware of your competency level?

	Competence Level 1	Competence Level 2	Competence Level 3
Tips and knowledge you need	<ol style="list-style-type: none"> 1. Understanding core roles 2. Using the 7Ps and 3Ms 3. Room layout 4. Dry running 5. Rapport/relationship to group (basic) 6. Memory skills 7. Ground rules 8. Resources 9. Starting well 10. Getting attention (basic) 11. Giving instructions 12. Managing difficult situations (basic) 13. Decision diamond 14. Splitting the group 15. Listening 16. Questions 17. Timekeeping 18. Capturing (basic) 19. Feedback 20. Ending well 21. Debrief (Basic) 	<ol style="list-style-type: none"> 1. Managing energy 2. Dealing with a dominant voice 3. Voting 4. Pace and timing 5. Redesign in the moment 6. Capturing (advanced) 7. Structuring thinking 8. Body language 9. Managing difficult situations (intermediate) 10. Matching learning styles and personalities 11. Policing ground rules 12. Summarising and synthesising 13. Managing risks and surprises 14. Judging process skill of group 15. Supporting slides 	<ol style="list-style-type: none"> 1. Rapport (advanced) 2. Getting attention (advanced) 3. Getting group to share responsibility 4. Managing difficult situations (advanced) 5. Mediation 6. Conflict resolution 7. Handling transference and projection 8. Debrief (advanced)
Areas to work on	<ol style="list-style-type: none"> 1. Individual differences 2. Learning styles 3. Self-awareness 4. Research and read further 	<ol style="list-style-type: none"> 1. Group dynamics 	<ol style="list-style-type: none"> 1. Personal resilience/mastery 2. Emotional intelligence
Tools to use	<ol style="list-style-type: none"> 1. Arrival cards 2. Post-its 3. AAR 	<ol style="list-style-type: none"> 1. Six thinking hats 2. Mapping techniques 3. Voting 4. Templates (basic) 5. Peer assist 6. Energisers 	<ol style="list-style-type: none"> 1. Managing large group plenary discussion 2. Open space sessions 3. Posters and templates (advanced)