

Behind Closed Doors – The Best Kept Secret of Facilitation

Wednesday, 8th Sept 2021



Ming Wei

Enterprise Agile Coach

Our Primary Objective

- Supporting various leadership roles with tools, techniques, and more importantly people skills that drive value
- Working with various Organisations, Leaders, Coaches, Focused groups to:
 - Share the wisdom of the tribe
 - Create a sticky learnings environment to Individuals, Teams and Organizations
 - Building high performance teams and learning organizations
 - Giving back to the community

Zoom Manifesto

— ...

- Learn together and have fun
- Use chat window to reply:
Everyone
- Deck and Webinar Recording
- Q&A session
- Duration: 45 - 60 min



zoom



Behind Closed Doors – The Best Kept Secret of Facilitation

Part 1

Facilitation and Role of Facilitator

- Defining Facilitation
- Facilitator Mindset
- Facilitator Stance
- Facilitator Competencies

Part 2

Facilitation Process

- Facilitation Process
- Facilitator Tools and Techniques

6th Oct

What is Facilitation?

Quiz 1 – What is Facilitation?

Facilitation is about:

- A. Providing leadership to others through process
- ~~B. Following a rigid structure and controlling the meeting~~
- ~~C. Taking the 'right' side and combatting against the opponents~~
- D. Using different tools to encourage participation
- E. Enabling group to deliver desired outcomes

Facilitation Definition (one good definition)

Facilitation is a **fluid process** using a variety of **tools, techniques, and activities** to...

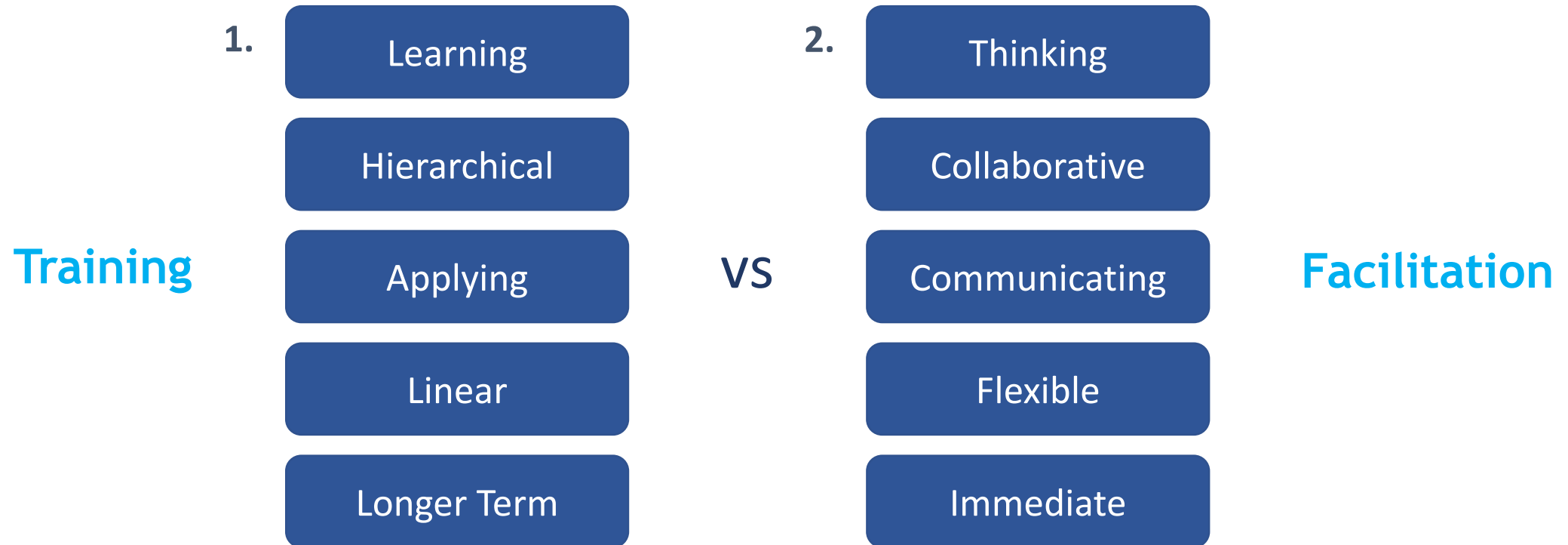
Empower participants, create **clarity**, invite **collaboration** and ...

Increase **commitment** to the solutions created by the group in order to ...

Maximize productivity.

Facilitation ≠ Training

Which of the below applies to facilitation and which to training?



Who is a Facilitator?

Quiz 2 – Who is a Facilitator

A facilitator is the person who:

- ~~A. Knows the right answer for all questions and takes over the group~~
- ~~B. Judges the opinions of others and evaluates group decisions~~
- C. Uses a variety of tools, techniques, and activities to empowers participants and invite collaboration
- D. Increases commitment and maximizes productivity of the group
- ~~E. Only involved in what happens in the meeting~~

Facilitator Mindset

Facilitator Mindset



Teaching 'how to fish'



Staying curious and seeing the best in people



Focusing on the present moment



Responding to change



Facilitator Stance

Facilitator's Stance – 7Cs



(Source: 7Cs of Success Coaching by Richard Winfield)

Facilitator Competencies

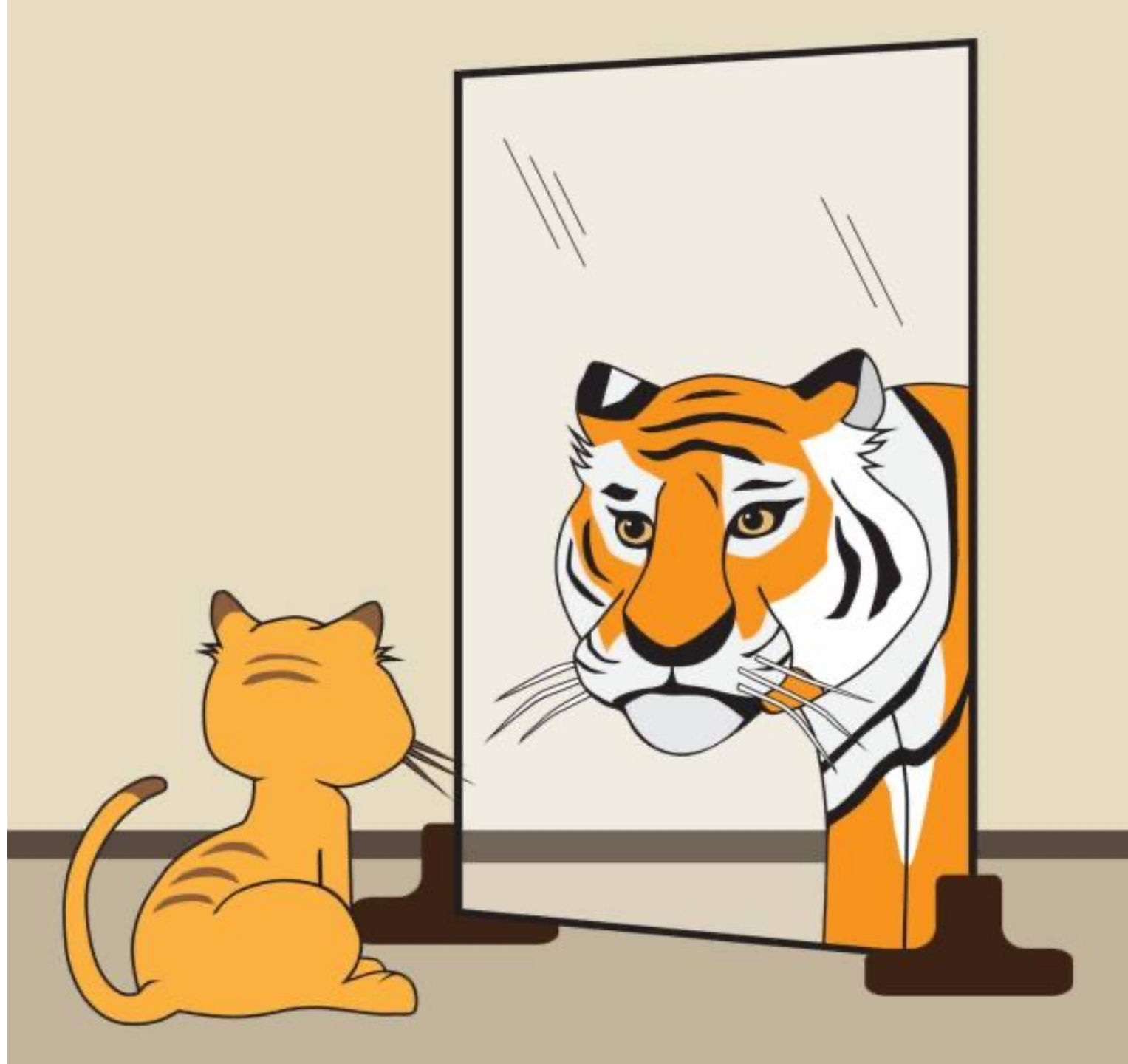
What are the key facilitation competencies?

1. Create Collaborative Client Relationships
2. Plan Appropriate Group Processes
3. Create and Sustain a Participatory Environment
4. Guide Group to Appropriate and Useful Outcomes
5. Build and Maintain Professional Knowledge
6. Model Positive Professional Attitude

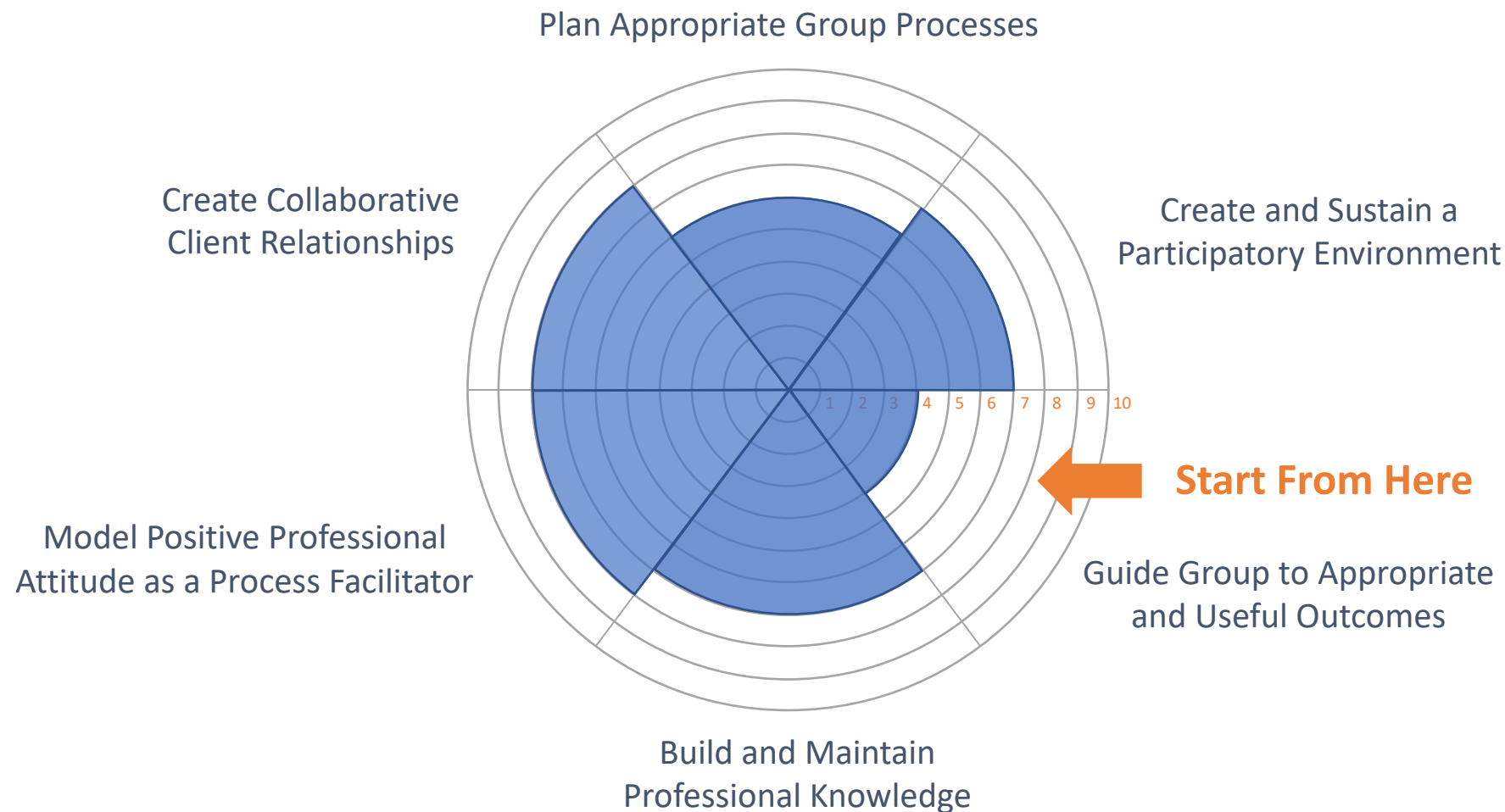


Developing Facilitation Competencies

- Starting from Self Awareness



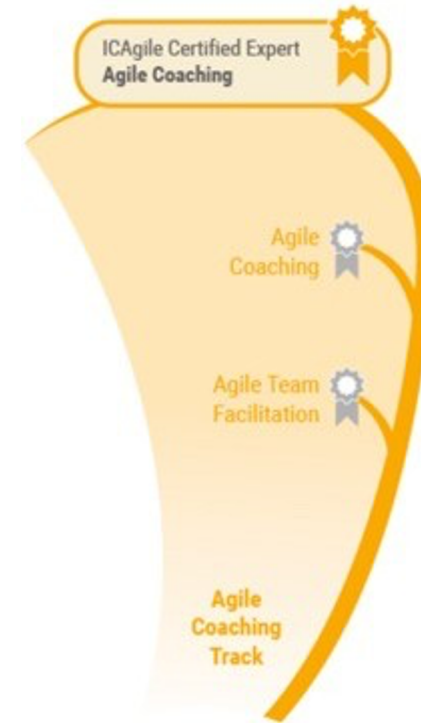
Facilitator Competencies Wheel – Example



Further Development

Further Reading

- *How to save the world or at least yourself from bad meetings*
David Grady, TED State Street Boston
https://www.ted.com/talks/david_grady_how_to_save_the_world_or_at_least_yourself_from_bad_meetings#t-225312
- *Why work doesn't happen at work*
Jason Fried, TEDx Middlewest
https://www.ted.com/talks/jason_fried_why_work_doesn_t_happen_at_work#t-899904
- How To Lead Work Teams: Facilitation Skills, 2nd Edition by Fran Rees, Fran Rees (Paperback - May 10, 2001)
- The Facilitator Excellence Handbook (Pfeiffer Essential Resources for Training and HR Professional) by Fran Rees (Paperback - June 10, 2005)



Effective Development Path - Agile Coaching

Upcoming ICAgile Courses

Next Agile Coach Bootcamp (Part Time) virtual course starts on **14th Sept!**

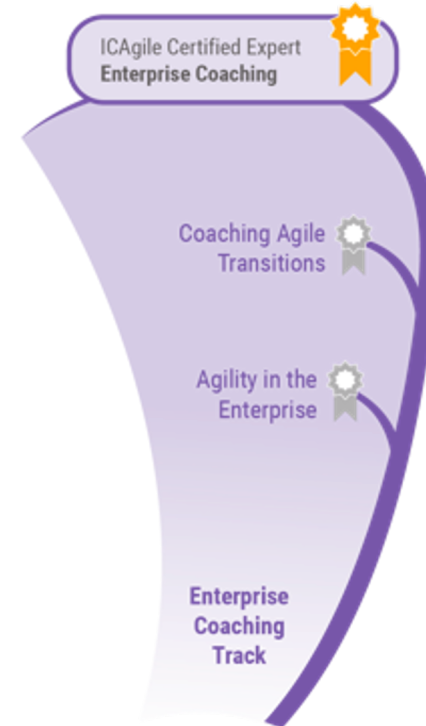
Month	Type	ICAgile-accredited Class	Duration	Dates	Time
September	Online	<u>Agile Team Facilitation (ICP-ATF)</u>	4 Days	14th Sept – 17th Sept	2pm - 6pm BST / 9am – 1pm EDT/ 6.30pm – 10.30pm IST
		<u>Agile Coaching (ICP-ACC)</u>	5 Days	20th Sept – 24th Sept	2pm - 6pm BST / 9am – 1pm EDT/ 6.30pm – 10.30pm IST
		<u>Agile Coach Bootcamp (ICP-ATF & ICP-ACC)</u>	Attend both ATF and ACC course.		Same as above

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Effective Development Path - Enterprise Agile Coaching

Upcoming ICAgile Courses

Next Enterprise Agile Coach Bootcamp (PT) virtual course starts on 4th Oct!

Month	Type	ICAgile-accredited Class	Duration	Dates	Time
October	Online	<u>Agility in the Enterprise (ICP-ENT)</u>	5 Days	4th Oct - 8th Oct	2pm - 6pm BST / 9am – 1pm EDT / 6.30pm – 10.30pm IST
		<u>Coaching Agile Transitions (ICP-CAT)</u>	4 Days	12th Oct - 15th Oct	2pm - 6pm BST / 9am – 1pm EDT / 6.30pm – 10.30pm IST
		<u>Enterprise Agile Coach Bootcamp (ICP-ENT & ICP-CAT)</u>	Attend both ENT and CAT course.		Same as above

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Questions



About Us

Leadership Tribe provide fully accredited Agile consulting, training and coaching services to empower individuals and businesses to design and implement innovative, pragmatic and sustainable changes. We advocate an Agile way of working with a focus on enabling performance improvement, building capability, and delivering measurable results.

Why Us

We differentiate ourselves from the others with:

- Client Focus
- Empirical Learning & Innovation
- Global Presence and Network
- Renowned Trainers & Coaches
- Sheer Professionalism
- Experience, Knowledge & Strategic Insight
- Unparalleled Flexibility
- Customised Training
- Integrated Coaching Approach

Inquire Our Services

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For more information about Leadership Tribe or to get in touch, visit us at:

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Thank you!

Leadership Tribe at your service:

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