
The Engaging Facilitator



Connecting Together...

1. Choose an M & M! Eating it is optional, just remember the colour!
2. Stand up and pair up with a person that you don't know (not at your table).
3. Introduce yourself and answer the question according to the colour of M & M you have...in 2 minutes total!

The M and M Lottery Questions...

- **Orange:** If you could travel anywhere in the world, where would you go and why?
- **Red:** Three things you like to do in your spare time?
- **Green:** Something you have accomplished and you are proud of, on or off the job?
- **Blue:** The most embarrassing moment in your life so far?
- **Brown:** If you had a completely free day, what would you do?
- **Yellow:** You have just won \$10million, what is the first thing you would do and why?

Hopes for this session...

In your table teams, discuss...

“What conversations do you want to have about facilitation this evening?”

Write one of the hopes on a GIANT sticky and be prepared to share it with the large group.

Introductions

- 1 What is your name, job and where do you work?
- 2 Who are you outside work? E.g. a parent, a parachutist
- 3 What do you want to get out of this workshop?

Desired Outcomes...

- Describe the 5 principles of engaging facilitation (REAPS)
 - Explore strategies to create engagement and to handle challenging behaviours we may face in groups
 - Have fun!
-

Relationship

- Make this your focus before, during and at the end of the session
 - Connecting before content
 - Checking in with the group and adapting
 - Acknowledging positive group behaviour
 - Dealing with challenging behaviour
-

Environment

- **Physical layout**

- space, natural light and round tables
- sufficient breaks
- address any comfort issues

- **Mental preparation**

- Prepare for the unexpected
 - Plan your desired outcomes, anticipate the participants' outcomes
-

Action Oriented

- Identify clear outcomes
 - Appeal to all types of learners - VAKS
 - Use a variety of interactive facilitation techniques e.g.
 - Press Conference
 - Envelope Game
 - Lecture Games
 - Go to www.thiagi.com for ideas on the above
-

Participation

- Establish ground rules/guiding principles
 - Ask for questions in an open way
 - What questions do you have?
 - Give appreciative feedback
 - Do not ignore challenging behaviour
 - Don't force participation
-

SMALL THINGS COUNT

- Using names
 - Keeping on time
 - Respecting the group's wishes
 - Eye contact when participant speaks
 - Taking extra time when needed
-

Facilitation techniques...

- Connection before content
 - Always check out your stories
 - Meet the group where they are at
 - Courage to pause and check in
 - Questioning - using curiosity
 - Redesign in the moment
-

Handling challenging behaviours...

In your table group, discuss,

1. What are 2 challenging behaviours, you have experienced when facilitating meetings or sessions?
 2. What practical strategies have you used to overcome them?
 3. Be prepared to share the behaviour and strategies with the large group.
-

Handling challenging behaviours...

In your table group, discuss,

1. Discuss your experience of the challenging behaviour on the card you have been given.
 2. What practical strategies have you used to address this behaviour when facilitating meetings ?
 3. Be prepared to share the behaviour and your strategies with the large group.
-

Our Story making...about challenging behaviours...

Now, in your table group, come up with as many positive stories as you can about the displayed "challenging" behaviour.....😊

Engaging Facilitators....

- Focus on welcome and connection
 - Focus on being present
 - Focus on safety
 - Create accountability
 - Challenge their own assumptions/stories
 - Check in regularly
 - Appreciate success and learning
-

Creating accountability...

Ask the question of your group -

"How successful do you plan for this session/meeting/workshop to be?"

Adapted from Peter Block, *The Answer to Yes is How*

Being Engaged - me, myself, I..

- Pay attention to your thinking and feeling
 - How am I showing up?
 - What am I rehearsing for?
 - What inner dialogue am I listening to?
 - Appreciate what you bring i.e. what am I doing well here?
-









Take Aways....

In your table teams, discuss...

“What will you take away and use?”

Be prepared to share one take away from your table team with the large group...thank you!

Will this be worthwhile?

