

# Value-Added Facilitation




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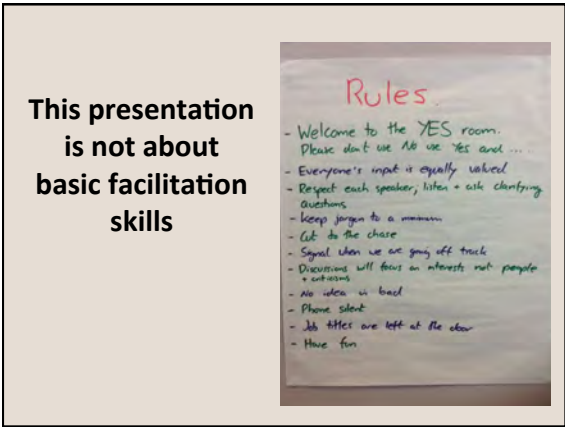
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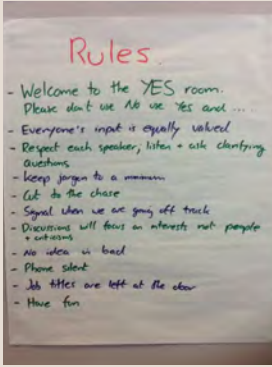
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**This presentation  
is not about  
basic facilitation  
skills**



- Welcome to the YES room. Please don't use 'No' or 'Yes and ...'
- Everyone's input is equally valued
- Respect each speaker; listen + ask clarifying questions
- Keep jargon to a minimum
- Get to the chase
- Signal when we are going off track
- Discussions will focus on interests not people's opinions
- No wheel in hand
- Phone silent
- Job titles are left at the door
- Have fun

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**It is possible to serve and lead  
at the same time**

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# Value-Added Facilitation

12/10/2014

## Today's discussion

1. Before you start facilitating
2. Ensuring credibility
3. Addressing conflicts
4. Stimulating the group's best thinking
5. Consolidating progress



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## 1. Before you start facilitating



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## Identify the client



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## Review the context

- Topic(s) for discussion
- Perceived problem(s)
- Related or larger issue(s)
- What happens after this discussion
- Time constraints



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## Identify and scope the desired work product



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## Identify the client's evaluation criteria



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**Confirm the group's level of authority**

- Comment
- Recommend
- Decide
  - For the group
  - Beyond the group



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**Share all of this with the group**



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**Other things to ask the client up front...**

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## How was the group constituted?

- Selection process/criteria
- Standing group or this task only?
- Participating as individuals or speaking for a specific constituency?
- Well acquainted with one other?
- Similar levels of authority?



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## Are there likely points of conflict?

- Trigger event(s)
- Past attempts to address the same topic
- Challenging relationships



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## Is there any option we should be sure to consider?



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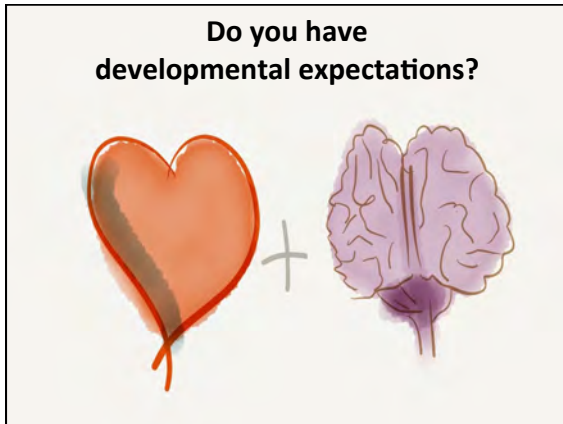
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**Compare the group's evaluation criteria with the client's**



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**Establish baseline facts**

1. What do we know?
2. How do we know it?
3. Can we agree on these facts?
4. Is there anything else we need to know before we can move forward?



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**Check for assumptions**



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# Value-Added Facilitation

**Always pause to illuminate**



- Unsupported assertions
- Vivid anecdotes
- Editorial comments
- Attributions of intent

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**Engage reluctant participants**

- Eliminate competition
  - Round robin
  - One-on-one pairs
  - Show of hands
- Anonymize input
  - Write, then hand in
  - Write, then post




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**Mine past successes**




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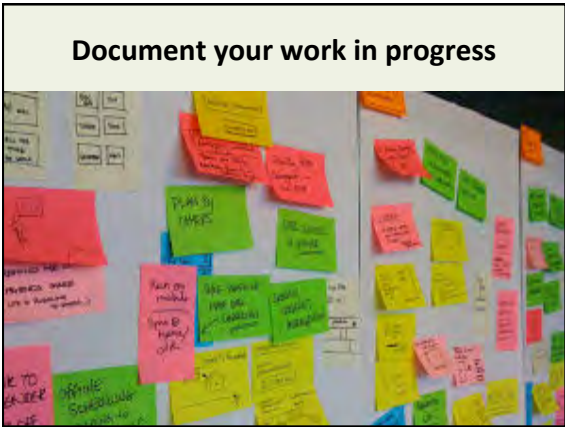
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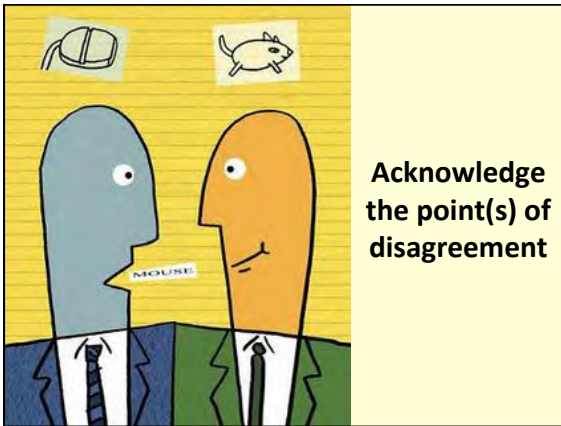
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12/10/2014



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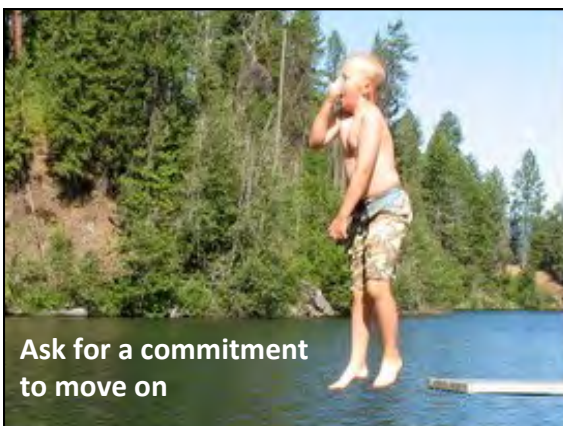
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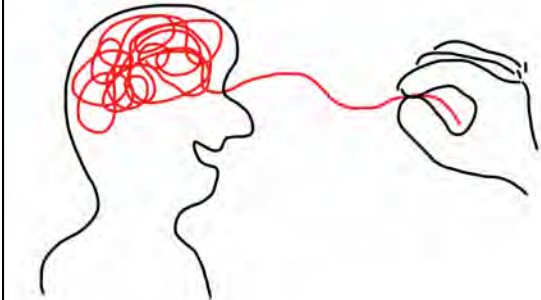
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## 4. Stimulating the group's best thinking



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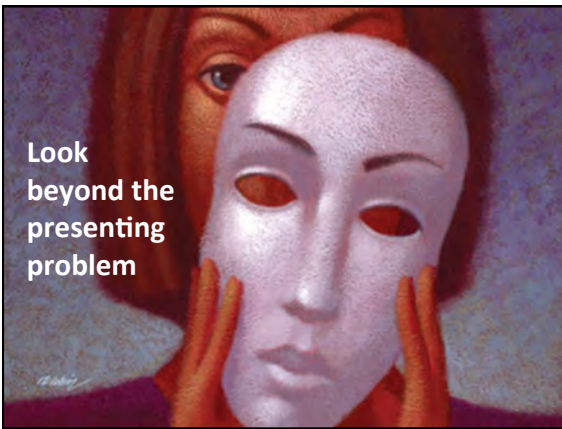
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Look  
beyond the  
presenting  
problem



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Challenge  
perceived  
barriers



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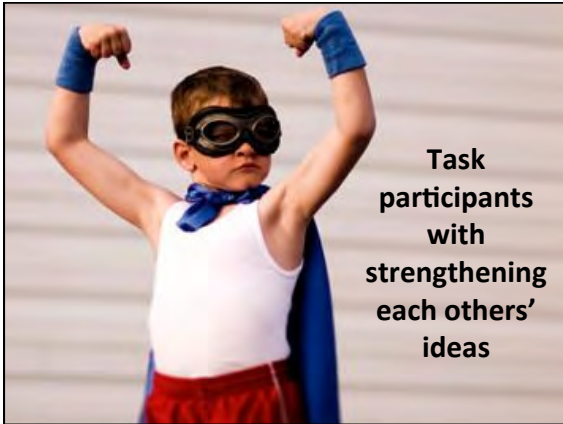
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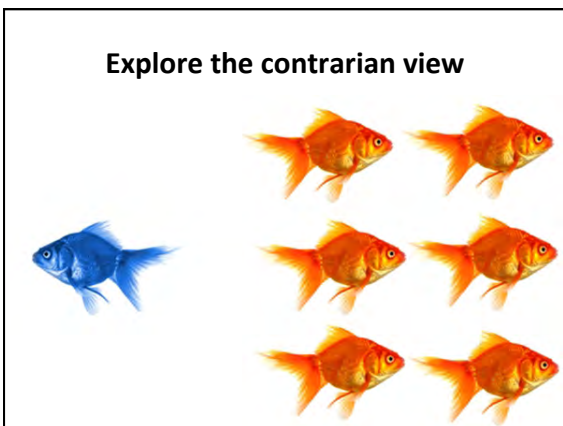
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**Recap key points separately**



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**Create one or more versions of the work product**



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**Test against the client's criteria and revise as necessary**



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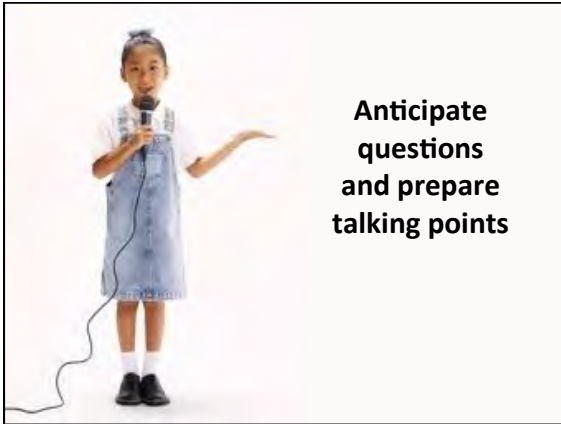
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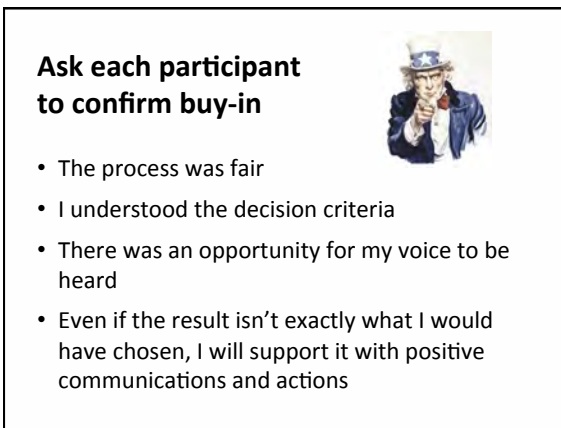
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12/10/2014

*joan@jfwilliams.com*



Let's continue  
the  
conversation...

Photo by Martin Helmke

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*helping libraries think differently*

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