



Welcome to

Verbal Agility

Please arrange yourselves
into teams of 6, 8, or 10
at tables closest to the front
for the best experience

Thank you!



Sliger Consulting Inc.



Verbal Agility: Facilitation Tips & Techniques

Workshop Facilitators:
Michele Sliger and Erika Lenz
michele@sligerconsulting.com
erika.lenz@asynchrony.com

@michelesliger
@Erika_L_Lenz



Sliger Consulting Inc.

Alphabetically by:

- Country
- Provence or State
- City
- Street Name

© 2018 Sliger Consulting, Inc.



3

Talker

Choose a subject you are very passionate about. Describe this to the listener for 1 minute.

Listener


Try to feel – or at least show – utter indifference toward the person and the subject. It's the most boring thing you have ever heard.

© 2018 Sliger Consulting, Inc.

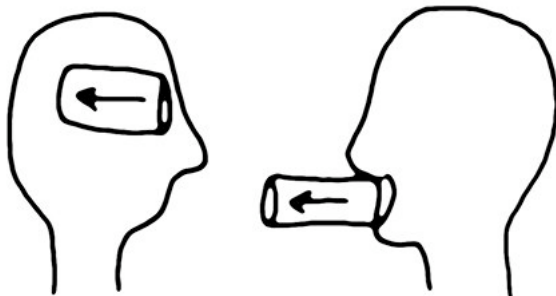


4

<h3>Talker</h3> <p>Choose a subject you are very passionate about. Describe this to the listener for 1 minute.</p>	<h3>Listener</h3> <p>Try to feel – or at least show – that you truly care about the person and the subject. You are curious to hear more and learn.</p>
--	---


© 2018 Sliger Consulting, Inc.  5

Which Way is Your Tact Filter?




NERD **NORMAL**

Image by Adam Lisagor, <http://lonelysandwich.com/>
“Tact Filter” courtesy of Jeff Biglar, <http://www.mit.edu/~jcb/tact.html>

© 2018 Sliger Consulting, Inc.  6

Team Member	Listener
Discuss an issue you're having	Respond with only -Reflective Listening ("This is what I'm hearing....") And/Or -Questions (like "Why might that be true?" "What do you think?" "How can I help?")

© 2018 Sliger Consulting, Inc.




7

Discussion Toolkit for Meetings

Preventing pontificators from hijacking the meeting:

- Could you summarize that into three or four bullet points for me?
- Who can summarize what Pat just shared?
- Would someone like to share a different viewpoint?
- Does anyone else see things differently?
- Jesse, you look thoughtful. Would you like to share what's on your mind?
- Let's do a quick process check. Given our agenda and goals for today, do we need to timebox this discussion?

© 2018 Sliger Consulting, Inc.



8

Discussion Toolkit for Meetings

Staying on topic and out of the weeds:

- Is this discussion helping us to achieve our purpose?
- How does that relate to this topic?
- Can we solve this problem right now?
- Is this the right group to make this decision?
- How much more time do we need to spend discussing this topic?
- Does this need to go in the parking lot?

© 2018 Sliger Consulting, Inc.



9

Discussion Toolkit for Meetings

Miscellaneous:

- What else? (encourages dialogue)
- Anything else? (ends dialogue)
- What don't we know?
- Why is that important?
- What does your experience tell you?
- What does that word mean to you?
- What just happened here?
- Hold on a second. Let's pretend I'm in charge for a minute. (smile!)

© 2018 Sliger Consulting, Inc.



10

Discussion Toolkit for Meetings

And don't forget to be gracious and encouraging:

- Thank you for that suggestion
- This is hard work and I really appreciate how you're staying focused
- You've clearly put a lot of thought into this
- Thanks for remembering our ground rules
- You guys are making great progress—just a few more items and we'll be finished
- Thank you

© 2018 Sliger Consulting, Inc.



11

Volunteer 1

Facilitate Meeting.

Purpose: Obtain consensus on where to go as a group this evening

Tip: use thumb voting

Volunteer 2

Come up front, collect handouts for everyone at your table

© 2018 Sliger Consulting, Inc.



12

Volunteer 3

Facilitate Meeting.

Purpose: Obtain
consensus on new
place to go as a
group this evening

Tip: use thumb voting

Volunteer 4, 5

Come up front, get
special instructions

© 2018 Sliger Consulting, Inc.

13

Sources

- *Agile Retrospectives* by Esther Derby and Diana Larson
- *Behind Closed Doors: Secrets of Great Management* by Johanna Rothman and Esther Derby
- *Collaboration Explained* by Jean Tabaka
- *Crucial Conversations* by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler
- *Facilitator's Guide to Participatory Decision Making* by Sam Kaner
- *The Nonverbal Advantage: Secrets and Science of Body Language at Work* by Carol Kinsey Goman
- *Project Retrospectives* by Norm Kerth
- *Sparking Productive Dialogue* by Maria C. Birkhead

© 2018 Sliger Consulting, Inc.

14