Put the **FANTASTIC** back in Facilitation

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Your facilitators today
Kate & Anu

Social Media Competition

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Definition of a facilitator....

facilitator

a person or thing that makes an action or process easy or easier.

https://www.dictionary.com/browse/facilitator?s=t
1. Group Dynamics
2. Active Listening
3. Communication Skills
4. Critical Thinking Skills

1. Group Dynamics
group dynamics

........... the interactions that influence the attitudes and behavior of people when they are grouped with others through either choice or accidental circumstances

https://www.dictionary.com/browse/group-dynamics?s=t

What Causes Poor Group Dynamics?
Strategies for Improving Team Dynamics

Group Dynamics
• How easy or difficult was this activity?
• When the task was first revealed, what were your immediate thoughts?
• What did you need to be successful? Or, what would you have needed to do to be successful?
• How did you choose the words on the cup and how do you think you worked as a team?
• Did anyone at your table jump into the facilitation role?

2. Active Listening
active listening

...... active listening involves paying attention, withholding judgment, reflecting, clarifying, summarizing and sharing.

https://www.ccl.org/multimedia/podcast/the-big-6-an-active-listening-skill-set/
1. What color is their hair
2. What color are their eyes
3. What color shirt are they wearing
4. What jewelry are they wearing

Active Listening
1. What was the speaker doing with their hands
2. What posture were they sitting in
3. Where were they looking
4. What did they say

Most people don’t listen with the intent to understand; they listen with the intent to reply.” – Stephen R. Covey
Level 2: Focused Listening
All of the attention is directed in one way.

Think of a mother with a sick baby; all of her attention is focused on the child. There might be great chaos all around her, but the mother stays focused on the child and the child’s needs.

Level 3: Global Listening
Listening that takes in everything. You are aware of the energy between you and others. You are aware of the environment and whatever is going on in the environment.
Don’t be so focused on the trees that you lose sight of the forest....
Pay Attention
Respond Appropriately
Show that you are listening
Provide feedback
Defer Judgement

Communication Skills
- combine some of this section with the active listening section above
communication skills

...... the ability to convey information to another effectively and efficiently.

http://www.businessdictionary.com/definition/communication-skills.html
3 Basic Parts of a Message:
Sender
Message
Receiver

What Type of Listener?
Keeping your listeners attention

http://www.sbnonline.com/article/seven-ways-ensure-youre-understood-speak/

Body Language

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3. Critical Thinking Skills

critical thinking

... disciplined thinking that is clear, rational, open-minded, and informed by evidence:
Critical thinking skills
1. Identification
2. Research
3. Identifying biases
4. Inference
5. Determining relevance
6. Curiosity
Using a small rowboat, how can you transport a chicken, a fox and a bag of corn to the other side of the river in as few moves as possible.

Three critical parameters:
- The rowboat can only carry one person and one item at any point in time.
- The fox and chicken cannot be left alone
- The chicken and the bag of corn cannot be left alone.

• Take the chicken over first.
• Go back and bring the grain next, but instead of leaving the chicken with the grain, come back with the chicken
• Leave the chicken on the first side and take the fox with you.
• Leave it on the other side with the grain.
• Finally, go back over and get the chicken and bring it over.
1. Group Dynamics
2. Active Listening
3. Communication Skills
4. Critical Thinking Skills