

The "F" Word: Cleaning up our Act Around Facilitation

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- Refine your understanding of the role and responsibilities of a facilitator.
- Develop a deeper understanding of the essential facilitation skills that can make or break a team meeting.
- Learn how to make connections between the key elements of facilitation and the Wraparound process.
- Acquire techniques to overcome common facilitation challenges and inspire a fun, creative and productive meeting.

Worst Case Scenario?



Mike, Carmel, you go to the garden store and get five bags of lime. Dana, Gord, Jill, get me a tarp and carpet, then check Google Earth for a secluded stretch of highway. The rest of you, you'll help me bury the facilitator... who, ironically, has apparently just led the most successful team-building exercise in our company's history.

Why We Need to Clean Up Our Act

Data indicates that basic facilitation skills such as:

- Getting the 'right' people to the meeting
- Establishing purpose and context of the meeting
- Maintaining a strengths orientation
- Engaging all team members actively in the planning process
- Brainstorming a wide range of strategies (formal & informal options)
- Using identified strength to strategize and assign tasks
- Cultivating action from everyone on the team
- Managing conflict and building consensus



This impacts the overall Wraparound planning process and outcomes.



What is the role of a facilitator?

Several roles: stepping into different shoes





Essential Facilitation Skills

- Listen and observe actively
- Able to manage conflict & build consensus
- Comfortable discussing tough topics & drawing out concerns
- Accurately structure and record information
- Confidence standing up and talking in front of a group
- Keep everyone on task and manage allotted time
- Communication skills-effective questioning & summarizing
- Build rapport & maintain engagement
- Flexibility
- Creativity

If I had eight hours to chop down a tree, I'd spend six hours sharpening my ax - Abraham Lincoln

Planning the Meeting

Getting the 'Right'
People to the 'Table'



Engaging Participants

Share

- Wraparound Process
- Your role as a Facilitator
- The Family Story
- •Why they have been invited to participate.
- Expectations of being a team member
- How this will add value for them

<u>Gather</u>

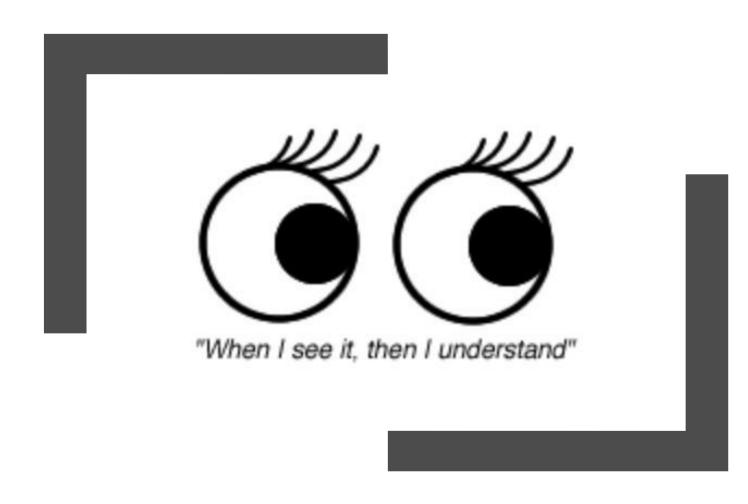
- Current role and relationship with youth & family
- Strengths of the individual
- Their perspective on the situation
- Their goals/agenda/mandates
- Availability to participate

Logistical Considerations

- Number of participants
- Type of involvement participants need to have during the meeting
- How well participants know each other
- Location of the meeting and room set up
- Outreach activities
- Visual aids and other materials needed
- Practice



Visual aids and other materials



- Post It Notes-completed & blank
- Agenda
- Wraparound documentation
- Sign- in sheets
- Confidentiality agreements
- Team Member Contact Sheet
- Colored markers
- Table toys
- Food/Snacks
- You!

Example Child and Family Team Meeting Agenda



Introduce the process & team members

5 minutes

• Establish ground rules

• Share the family story with the team (3 minutes)

Review strengths & add strengths of the family & team (7 mir

Lead team in reviewing the Family Vision (3 minutes)

Develop a Team Mission statement (5 minutes)

 Introduce needs statements, solicit additional perspectives from team & lead the team in prioritizing needs (15 minutes)

Develop outcome statements to measure need met (7 minutes)

Lead the team in brainstorming strategies to meet needs (7 minutes)

Prioritize strategies & address any barriers

10 minutes

Solicit or assign team members tasks

Review the Initial Crisis Plan and adjust to include team (10 min)

• Review & wrap-up meeting

7 minutes

Scheduling next meeting



Starting on a High Note



•Introduce the meeting in a way that people can laugh, break the ice, be creative and have fun.

•Ice Breakers and openers help to set a tone for the meeting and encourage participants to think outside the box from the get go.

•Ensure that you know your audience so you can tailor it appropriately.

Developing Ground Rules



Types of Ground Rules

- Procedural
- Abstract
- Behavioral
- Are stated in a way that let's participants know what to do.
- Are used them to keep the meeting on track, increase participation, mediate conflict, reframe negativity and attend to conduct.



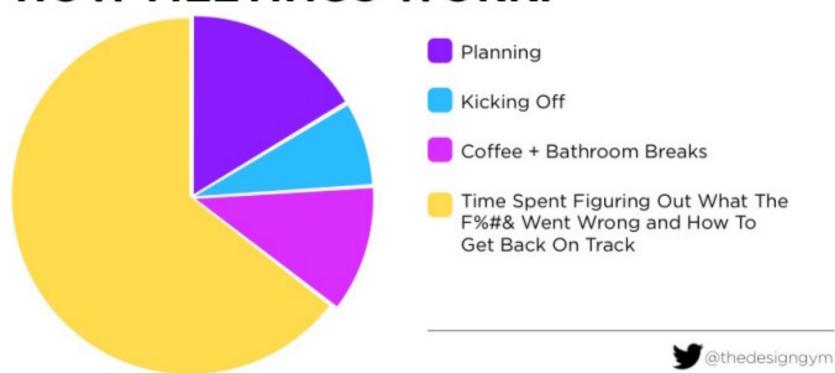
Setting the Scene

- •Establishes the purpose and context of the meeting.
- •Ensures everyone understands their role and what the group hopes to achieve.
- •Helps to reinforce discussions that occurred during meeting preparation.

How do you 'set the scene' for team members in Wraparound?

Managing Multiple Perspectives & People

HOW MEETINGS WORK:



Frequently Encountered Meeting Participants

- The Rambler
- •The Dominator
- The Quiet One
- The Multitasker
- The Nay Sayer
- The Side Tracker
- •Others????

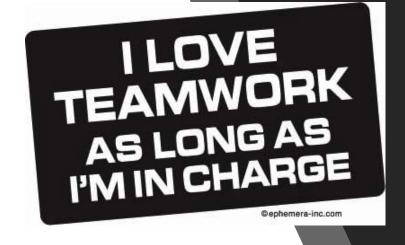
The Rambler

- <u>Challenge:</u> Cause the discussion to go on and on and eat of a lot of meeting time.
- Why?: Thinking out loud and speaking before they have fully formed and idea.

• How to Manage?:

- Give them time to think about ideas in advance of being asked to speak
- Ask participants to summarize their point, but pose it as a question instead
 - Since we only have about 7 minutes on this agenda item would everyone agree to just share the key points with us?
- Interrupt and summarize the points they have made
 - So what I hear you saying is....?
- Use a timer & give each person a time limit
- Use the 'Elmo Technique
- Maintain a Parking Lot and Post It for participants to see.





The Dominator

<u>Challenge</u>: Try to take charge of the meeting, push their own agenda and be the center of attention.

Why?: Accustomed to being the one that leads, need to feel valued, heard and recognized.

How to Manage?:

- Compliment, Document and Pivot
- Use a round robin technique and start with a participant on the other side of the room/table.
- Use a physical object as a 'talking stick'
- Break eye contact & physically move away from them
- Add a ground rule that attends to this like Monitor 'air time'.
- Call on others you haven't heard from in the group
- Ask for their help keeping everyone actively involved.

The Quiet One

<u>Challenge</u>: They rarely speak on their own and you don't want to make them feel uncomfortable.

Why?: Could be shy, feel intimidated or only speak when they have something important to add.

How to Manage?:

- Have individuals write down ideas on a sticky note and hand them over the facilitator to share with the group.
- Invite participation by maintaining eye contact and posing questions at them periodically.
- Give them advance notice of subjects or agenda items where input will be elicited.





The Multitasker

<u>Challenge</u>: Physically present but mentally elsewhere

Why?: They've got a lot going on in life and are trying to manage it all,

they are easily distracted and/or bored.

How to Manage?:

- Use a 'technology drop box' and have everyone put their devices in it at the start of the meeting.
- Setup the room in a way that allows you to easily walk around. Stand near multitaskers as a way to make them aware of their behavior.
- Stay within your specific timeframe for agenda items and overall meeting.
- Develop a procedural ground rule that addresses this and hold everyone accountable to it.
- Keep them engaged with techniques like 'active questioning' & 'dot voting



Brainstorming Options

- Generate as many ideas as possible *(minimum of 10)*
- Don't evaluate, just record
- Ensure all meeting participants contribute so a wide a range of potential options can be generated
- Give participants permission to be creative without judgement and ensure nontraditional ideas are elicited
- Role model by throwing out creative, 'out of the box' ideas.
- Brainstorm around the need and <u>not</u> behaviors or other goals

Strategy Selection



- •Narrows down options so that they are manageable and lead to concrete actions.
- •Ensures the youth & family have voice and choice in what they want to try and provides ways for them to feel connected and have fun.

How do you facilitate this now in your meetings???

Recording & Taking Action

- Facilitate questioning of who, what, when, where, why & how for each selected strategy
- Assign everyone tasks to create shared accountability and keep people coming back.
- Use identified strengths to inform task assignments.
- Engage in barrier busting
- Document all decisions, assignments & due dates so they are visible to the group



Meeting Wrap Up

- Review the plan and all task assignments.
- Make sure that everyone know what they need to do between now and the next meeting.
- Talk about check-ins
- Discuss addition of new team members.
- Schedule next meeting, or two, or even three!



What can you commit to?

1. What is your biggest takeaway from this session?

2. How will you incorporate it into your practice as a facilitator?

3. How and when will you 'make it happen'?





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