Welcome!

- Orientation to our meeting room
- Please enter your email address
- Session is being recorded
- Recording and other program materials are available on our website:

https://www.uvm.edu/extension/community/buildingcapacity
Participation Poll

• How many individuals are participating with you at your site?
  a. One, only you
  b. 2-5 individuals
  c. 6-10 individuals
  d. 11-15 individuals
  e. 16 or over individuals are gathered

Creating Capacity
One Meeting at a Time

Jane E Haskell, Extension Professor
University of Maine Cooperative Extension
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Creating Capacity!

Ask questions?

Be curious!

Who are we today as a Building Capacity Group?
1. Which group do you align…
2. What types of groups do you work…
3. How many meeting per month…

Use the chat box to enter comments and questions.
We also have polls or voting.

Goals for today

• Consider how contracting impacts your work with the group

• Hear about importance of working agreements

• Learn how a group’s developmental stage impacts group process
Facilitation
What is facilitation?

Facilitation is the design and management of structures and processes that help a group do its work, minimize the common problems people have working together, and increase its effectiveness.

(Justice & Jamieson, 1998)
Facilitation
What are the [desired] qualities of a facilitator?

Write one or two words in the chat box

Creating capacity
Be curious!
Behind today’s facilitation curtain.
**FAQ 1**
Do you think a member of the group can be the facilitator?

Check yes/no/maybe

**FAQ 2**
When would you use someone from the outside to facilitate?
Themes I hear when asked the question….

When would you use someone from the outside to facilitate?

– Everyone including the leader/facilitator needs to participate
– Need a neutral guide
– Guide through conflict
– Mapping a new direction
– And more…..

Using Outside Facilitator

It is a sign of wisdom not weakness to let someone else facilitate in certain circumstances.
- Kelsey & Plumb, Great Meetings! Great Results

(See Handout: When to Use an Outside Facilitator)
Asking for Facilitation
If someone has asked you to facilitate, what do you need to know about the group you are facilitating?

Write one half sentence in the chat box

Facilitation Contracting
An agreement between the facilitator and the group or group members about how to work together and what will be accomplished.
Categories of contracting questions

- **Purpose**
  - What are the key issues? Is there a decision to be made? Is there a conflict that needs to be resolved?

- **Objectives/Outcomes**
  - What do you want to achieve? If this meeting was a success, what products, outcomes, etc. would be obvious to all participants?

- **Participants – who is the client?**
  - How familiar are the group members with one another? Who are the primary players? Secondary? How do people feel about [the topic of the meeting – strategic planning, layoffs, new event being organized, etc.]?

- **Context/Setting – the story to date**
  - Tell me about the group, your perception of its levels of success. Weaknesses? Strengths? How are important decisions made? Are there team norms? Working agreements? Are there reasons why people would not be honest? Open?

- **Roles of sponsor, facilitator (and support staff)**
  - What does the room look like? Who acquires the room? Equipment? Supplies? Who contacts all group members with details about the meeting (including who is facilitating the meeting)? Will the sponsor attend?

(See Handout: Group Assessment Questions)

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**Key contracting question #1**

Does the group have ground rules?
Working agreements? Norms?

- Does the primary group you work with [as either a leader or member] use working agreements?

Check yes/no/maybe/don’t know
FAQ 3 - Definitions

Working Agreement
• Guidelines that define how groups want to work together, and what they want in the working environment and from each other to feel safe and free to learn and discover. (Haskell, Cyr, McPhail, 2007)

Ground Rule
• Guidelines that describe specific behaviors to improve group process. (Schwarz, 2002)

Favorites…
What are your favorite working agreements or ground rules?

Write your favorite(s) in the chat box
Some of my favorite working agreements

• Listen to understand
• Everyone gets to participate
• Differences of opinion are useful and natural
• Be brief – share ‘air’ time

FAQ 4

How do you [a group] ‘get’ working agreements?

Share a half sentence in the chat box
Ways for a group to ‘get’ Working agreements

A. The facilitator arrives with the working agreements
   – Short meeting; one time event

B. The facilitator has a short list of working agreements and
   uses a small group process to narrow the short list to an even
   shorter list
   – Full day meeting; short multi-meeting process; develop group
     muscle

C. The facilitator uses a process for the group to develop its own
   agreements
   – The group is meeting over a long span; develop ownership
     (see Handout: Working Agreements)

Key contracting question #2

How long has the group been
meeting?

What are its behaviors?

Challenges?
Stages of Groups

- Forming
- Storming
- Norming
- Performing
- (Adjourning) (Tuckman)

Characteristics

**Forming** groups require lots of structure

**Storming** groups need to be led or facilitated aggressively

**Norming** groups are open to assessing and improving their processes

**Performing** groups have learned to manage their conflicts and have developed high interpersonal skills
Which prop illustrates a group stage?

Check which object you associate with…

Our goals were to…

• Consider how contracting impacts your work with the group

• Hear about importance of working agreements

• Learn how a group’s developmental stage impacts group process
Two great facilitation/groups/meetings books by New England authors

- Kelsey and Plumb’s Great Meetings! Great Results
- Freshley’s The Wisdom of Good Group Decisions

FACT:
- Write one fact that you now know that you didn’t know before.

QUESTION:
- Write one question that you still have, (if you still have a question).

AHA!:
- Write one ‘Aha’ moment—one or more new ideas you now have.

ACTION:
- Write what action(s) you will take as a result of your new discoveries.

Closing: 4:1
Challenge

It is often easy to overlook the world that exists outside of our daily routines. It shimmers in our peripheral vision, flits through our subconscious, and tugs gently at our senses, but rarely do we give it our undivided attention.

Aaron Megquier
Quick Poll…
• As a result of this webinar, do you have a better understanding of how to facilitate a meeting?
  a. Yes, I learned new information at this webinar.
  b. I knew the info already, the webinar hasn’t added much.
  c. No, I still need a lot more information about this.

Quick Poll…
• Did the webinar give you new resources on Group Facilitation?
  a. Yes, I learned about resources available during this webinar.
  b. I knew the resources already, the webinar hasn’t added much.
  c. No, I still need a lot more information about this.
Quick Poll...

• As a result of what you learned, will you use this information or share it with others?
  a. Yes, I will put the information from the webinar to use or share it with others.
  b. Yes, but I would have done this with or without the webinar.
  c. No, probably not.

Final Question...

What is one idea that you plan to try out as a result of today’s webinar?

Please enter your ideas in the Chat Box.
Thank you for participating! Please note....

• For more information (including upcoming webinars) visit our website: www.uvm.edu/community/buildingcapacity

• Friend us on Facebook: UVM Extension Building Capacity Project