

CULTIVATING HEALTHY COMMUNITIES



Building Capacity

*Creating Capacity
One Meeting at a Time*

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**Date: Tuesday January 7, 2014
11am-noon ET**



CULTIVATING HEALTHY COMMUNITIES

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
January 7, 2014



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?



Write one half sentence in the chat box



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.



Facilitation Contracting

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)



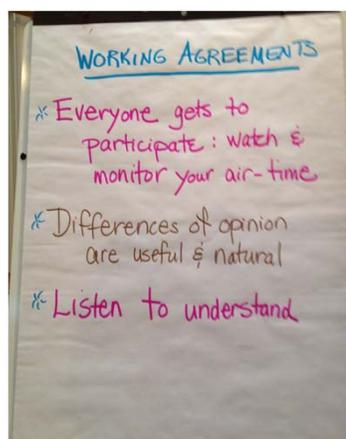
Key contracting question #1

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*



Closing: 4:1

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.



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

Q & A



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**

