

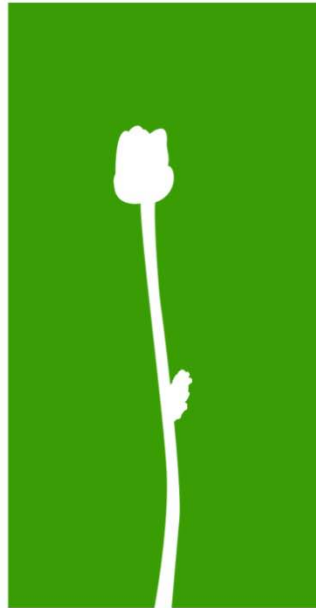


A M E R I C O R P S
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C L U S T E R C O N F E R E N C E
p e e r s . p r a c t i c e s . k n o w l e d g e . t o o l s

Facilitation Skills

Elisa Gleeson

Chris Riley

By the end of the session you should be able to:

- Describe and model the facilitator's role
- Describe and use effective facilitation strategies and tools
- Recognize and manage dysfunctional participant behavior

- Find someone in the room who you don't know.
- Introduce yourself and find out:
 - Their name,
 - Where they are from, and
 - What organization they are with, and if it is a State Program, National Program, or State Commission.
 - Discuss: Would you rather have the ability to fly or the ability to read other people's minds.

“A facilitator’s role is about guiding without directing...helping people *self-discover* new approaches and solutions to problems...”

-Bob Kelsch, Mining Group Gold

- What is the purpose of the meeting?
- How should the room be set up?
- What are the expected outcomes?
- Who will attend the meeting?
- Do participants have decision-making authority?
- Are there sensitive relationships/issues in the group?

Using the Flipchart

- Do not evaluate or clarify ideas during brainstorming
- Strive for quantity
- Build on the ideas of others
- Encourage innovation and wild ideas; not opinions
- Maintain neutrality

Brainstorming Topic:

AmeriCorps Week Activities

Activity 1:

Maintaining Neutrality

Rambling

Talks about everything except the subject; uses far-fetched analogies, gets lost.

Highly Argumentative

Combative personality, “professional heckler”, or the person who is normally good-natured but is upset by something that’s external to the session.

Dominating

The person may be naturally garrulous or a show-off. The person may be exceptionally well-informed and be anxious to let others know it.

Shutting Out

The person may be excited, full of ideas, or a poor listener. Most people are unaware of shutting out tendencies and do not do it intentionally or maliciously.

Side Conversations

These spring up when people in close proximity to each other feel a need to talk because they are bored, suddenly have an idea or have been repeatedly shut-out.

Inarticulate

This individual lacks ability to put thoughts into proper words. The person has an idea, but can't convey it. Assistance is required.

- Consensus is achieved when all group members can “agree to support”.
- The two main benefits of consensus are improved quality of decisions and improved ownership of decisions.
- Test for consensus by asking:
 - Does everyone accept the decision?
 - Is there any opposition to the decision?
 - Can everyone support the decision?

Activity 2:

Achieving Consensus

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