Free facilitation webinar 15 February 2016 in Adobe Connect

Hosted by Martin Gilbraith with Sheila Cooke of 5Deep.net
**Aims & Process**

13:00-14:00 GMT
1. To demonstrate ORID by leading a brief focused conversation on the role of the facilitator
2. To introduce the four levels of ORID
3. To share examples of wider application in process design & facilitation
4. Reflection & close

**Participants**

21 from Australia, Belgium, Canada, Finland, Germany, India, Italy, Lebanon, Netherlands, Poland & UK. Ten voice & 11 chat participants.

**Introductions**

- **Martin:** Hi everyone, I am Martin in London
- **Sharon:** Good morning from Montreal :-
- **Stephen:** Good Evening from Mt Abu, Rajasthan, India
- **Dorota:** Dorota, graphic facilitator, Poland
- **Stephen:** I attended a session at IAF Asia conference in Mumbai 2015, where I was introduced to ORID and wanted to go into it more
- **Clare:** My interest is in connecting with other facilitators to learn
- **Anja:** hello from berlin! I am interested to learn more about the use of adobe connect to virtually facilitate a session & to learn more about ORID after having read quite a bit about it
- **Avinash:** Avinash Chandarana, Group Learning and Development Director at MCI Group
- **Peter:** Hi all, thanks to Ewen for pointing me to this opportunity, thanks Martin to organize this! Salve Gerardo! How is Milano today? I'm Peter, now at Borgo Bazziganta | Cucina e Filosofia starting up a #socialeating and more venture. I have over 30 years’ experience with development cooperation (not Aid not Charity!) all over the globe with various agencies
- **Stephen:** I am also interested in Adobe Connect and how to use it for webinars
- **Jeske:** Jeske, from ICA Netherlands
- **Karen:** Karen, interested in facilitation to support change in the areas of sustainability and climate change. Toronto
- **Clare:** And I’m Clare from Stockport, near Manchester in the UK. I’m also an organiser for the North West IAF meetup group
- **Peter:** I love OST (thanks Gerardo), ZOPP and its permutations into PCM and more
- **Hoda:** Hi everyone, I am Hoda, from Lebanon. I am interested in learning more about the underlying principles of facilitation
Gerardo: Gerardo de Luzenberger, Milano (Italy) - I'm a facilitator. I'm curious to reflect about facilitation principles with all of you.

Anna: Anna facilitator Poland Hi everyone.

Susannah: Hello from all at Sage Gateshead!

Stephen: From Mt Abu, Rajasthan, India. Work as Manager Organisation Development at and NGO Hospital.

Mirjami: Hi I'm Mirjami from Finland. I'm interested in the ORID and experiencing learning and connecting with other facilitators through a Webinar.

Clare: Hey Sharon, I also work to apply change programs where I work...

Mike: 30 years’ experience. Strategies, project start ups, BPR, project reviews, company mergers. Now live near Perpignan, France.

Robyn: Robyn, Sydney Australia, using ToP facilitation methods in education and community development in Asia. Currently working as volunteer with ICA and reconciliation work in Oz.

Farah: Greetings from Brussels. I work as Research support staff and facilitate project consortium meetings. I would like to start moderating panel discussions, and am interested in learning more on how facilitation skills can be used for moderation, if any.

Anja: Farah, be sure, facilitation skills can be used to moderate panel discussions - If you like I can give you some ideas for participative formats.

Susannah: (there are 4 of us at Sage Gateshead, so a lot of our conversation will be with each other too!)

Q1: What do you recall from the clip - words or phrases, images, characters, music, etc.?

Gerardo: The facilitator is an architect

Avinash: Easy to remember the Rule of Three: Architect / Pilot/ Guide

Clare: It’s not easy but it’s never boring

Anja: three roles - architect, pilot, guide

Sharon: Roles and responsibility: Architect, Pilot and Guide

Hoda: Get the participants out of their stat of despair... this is a career goal :)"}

Q2: How did you react - surprised or intrigued, familiar, reminded of experience?

Anna: Music was OK

Anja: pleased by the metaphors

Susannah: No real surprises, but it was all very clear. We recognise the practice from practitioners in the past

Clare: I was pleased to see the part about "Inner" work, the connection to leadership and self-awareness

Free facilitation webinars
• **Anja**: liked to split it up into roles - I am often struggling to give *the one* explanation what I do
• **Sharon**: Yes - we have to stay neutral in our work settings
• **Robyn**: great analogy used
• **Peter**: maybe it should be "architecture consultant" to the client(s)
• **Anna**: It was very clear. I agree with Farah about Architect role

Q3: So what - how relevant are the metaphors, what insights could you apply, what would add, what would you learn or practice?

• **Susannah**: Highly relevant. How much time do we devote to each section? How do you get the buy-in from everyone on all sections?
• **Clare**: I've seen the video before and I've found the metaphors very useful to explain the different aspects of the role
• **Anja**: missing: the challenger/jack out of the box - to get organizations to the next level
• **Karen**: It's a critical role in supporting change. Also, the facilitator needs to be very well prepared.
• **Mirjami**: I think that metaphors bring clarity, as Anja said, sometimes (or often) it is difficult to explain shortly what facilitation is about.
• **Clare**: In our organisation pilot is focused on, architect and guide are forgotten
• **Avinash**: The approach of Architect, Pilot, Guide is a useful way to explain the process and value to a prospective client
• **Dorota**: Metaphors were very relevant and clear, especially "pilot" (my husband is a pilot, maybe that is the reason this metaphor was for me the most adequate...)

• **Avinash**: Also - what's missing - what about after the landing? Do we continue to support the process to help the client reach results beyond the physical event?
• **Mirjami**: Also I like how this video highlights that you should never even expect that things go by plan :)
• **Gerardo**: they never go by plan
• **Anja**: what's next: when explaining what I do; split it up into different roles; maybe stressing the one or the other more, depending on the context

Q4: What next – what will you do differently as a result of this conversation?

• **Clare**: Show this video to the facilitation community of practice I host in the org I work in!
• **Avinash**: can we get a copy of the video?
• **Peter**: Sheila the conversation is too short to come to any conclusion one could do things differently
• **Jeske**: Nope but thanks, I am gonna show it to the rest of our ICA team :)”
• **Karen**: Learn more about facilitation
• **Clare**: Avinash - you can find it on youtube, search for "What do facilitators do?"
• **Avinash**: thanks Clare
• **Gerardo**: Call me "architect"
• **Stephen**: Thanks Clare
• **Anna**: It would be useful to show this film our clients. Can you give the link?
• **Gerardo**: when I try to explain what a facilitator does
• **Sheila**: Here is a link to the video. I see it's available in multiple languages at the bottom of this page. [http://english.iifac.org/](http://english.iifac.org/)
• **Peter**: O: Objective < where does the objective come from? The objective of whom? And... the Facts ????
• **Peter**: The facts according to whom?
• **Sheila**: The facts come from the participants in the conversation
• **Stephen**: I am receiving good practical applications of ORID. Thanks
• **Gerardo**: Great the twitter ORID example
• **Jeske**: Clear examples :).
• **Clare**: agreed!

**Q: Any questions, comments or responses to the reflection questions?**

• **Jeske**: Why is the Historical scan a R?
• **Sheila**: Jeske -- are you asking, "why is the Historical Scan at the Reflective Level?"
• **Jeske**: yes, because it covers all levels in my opinion.
• **Peter**: Does ORID provide for iterative progress? That is between the O, R, I and D?
• **Stephen**: ORID within ORID. Like that
• **Peter**: Ah so "nested ORIDs" they would point to iteration?
• **Peter**: but iterative could also be needed i.e. between O and R back and forth a few times at one point in time or over several moments over time
• **Avinash**: Can you give an example of how different cultures may be more or less comfortable with one component versus the other
• **Susannah**: considering how to apply all of this to our quality framework

• **Peter**: Then of course there is a bit difference between facilitating one event versus a longer process over time!
• **Sharon**: Appreciative Inquiry is making a comeback in academic circles. What is the advantage of this method or is it an approach that can be used in that context?
• **Peter**: The biggest challenge (not limited to the facilitators) is probably to convince client(s) to not aim for short term but rather for the mid / long term process in order to reach 'sustainable' outcomes
• **Susannah**: Really useful to be used as metaphors across other methods of facilitation; looking at similarities/differences
• **Peter**: Maybe one thing that is not sufficiently highlighted is the fact that often the facilitator needs to somehow deal with / mediate power games taking place during events / processes
• **Robyn**: ORID is a great informal way to move into a time of work together, and to build the group spirit
• **Gerardo**: I love the rational and experiential aim thing
• **Mirjami**: I like how ORID can give underlying structure to almost any facilitated session
• **Gerardo**: I agree with Mirjami
• **Stephen**: have been tweeting my learnings @SJFBerkeley
• **Anna**: so, what about universal principle of facilitation? :-)
• **Peter**: Who would be willing to try to facilitate the larger Syria issue!
• **Avinash**: Following you now Stephen @avo_globalnomad
• **Dorota**: I cannot see any steps in check in/assuring individual motivation to common goal. seems we pre-assume all participants are committed to the goal, which sometimes is not the fact (in my practice I need to add some steps for building team spirit before we start to work focused on topic)
• **Clare**: Following you avinash @clarenorthcoach
• **Peter:** Dorota the motivation would only come if the goal has matured to common, otherwise probably forget it
• **Peter:** I realize that we probably all have different situations in mind
• **Dorota:** Yes, thank you, ORID focused on common goal then ORID focused on the goal worked out

**Q: Any other reflections on the session content, or on the process & technology?**

• **Clare:** Adobe seems very complicated to set up having seen what you did before the session. I'm comparing to Webex and Zoom for example...
• **Stephen:** Been a wonderful session. Got heaps of insight of how to apply ORID and I like the Adobe Connect platform
• **Stephen:** Sorry have to leave for another meeting.
• **Clare:** Very much enjoyed the session, lots of great examples and great to meet everyone
• **Sheila:** I need to run to my next meeting. Thank you for joining us today. Good-bye!
• **Avinash:** Thanks Martin!
• **Peter:** Thanks so much Sheila and Martin!
• **Mirjami:** Thank you Martin and Sheila, this was useful and well organised!
• **Avinash:** And to you Sheila for the support
• **Peter:** I’d love to come back
• **Mirjami:** Have a nice day everyone!
• **Hoda:** Thanks very much for the session, hope to e-meet you soon
• **Jeske:** Thanks martin & sheila!
• **Sharon:** Thanks very much - highly informative!

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**How would you rate today's session?**

- **3. Very valuable:** 33.3% (5)
- **2. Quite valuable:** 60% (9)
- **1. A little valuable:** 6.67% (1)
- **0. Not valuable at all:** 0% (0)
- **No Vote**

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