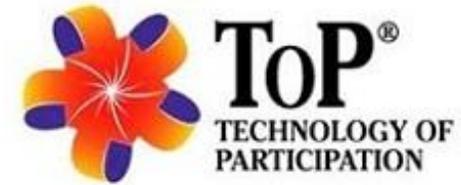


Is there a single, universal principle of facilitation? *Mine's ORID...*



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1

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 :)
- **Jeske:** yes same here!
- **Jeske:** drawings
- **Avinash:** Flexibility
- **Jeske:** of people and room with materials
- **Dorota:** images, music, key words
- **Stephen:** Sorry only got about 15 seconds of video
- **Karen:** effective facilitators have done their own inner work
- **Susannah:** Metaphors of architect and pilot
- **Robyn:** graphics

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

- **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/>

- **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!

- **Jeske:** Nice to hear you explaining the ORID :)
- **Stephen:** Thanks Martin and Sheila
- **Mike:** Thanks Sheila and Martin
- **Susannah:** Thanks, Martin! Great session!
- **Sharon:** Have a good week everyone.
- **Martin:** Thank you all, bye for now!
- **Peter:** bye for now!

