



Free facilitation webinar 21 September 2017 in Adobe Connect
Hosted by Martin Gilbraith with Sunny Walker & Beatrice Briggs

Agenda

15:00-16:00 BST

1. Opening, overview & introductions
2. Presentation
3. Q&A, discussion
4. Reflection & close

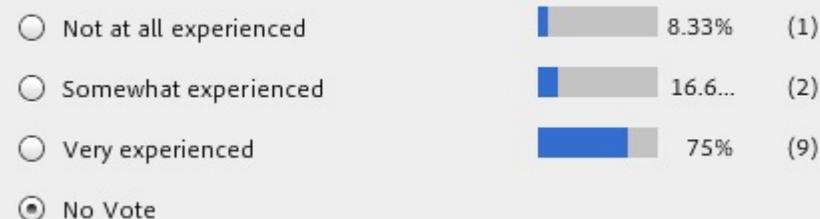
Participants

17 from Belgium, Canada, Germany, India, Italy, Mexico, Serbia, Switzerland, UK & USA.

Introductions



How experienced are you in facilitation?



- **Bob:** I came to a workshop Martin gave at The Woodcraft Folk annual gathering in a tent on York race course years ago. Great introduction to ToP and the (other) ICA, ie: not the International Cooperative Alliance in which I am involved. I'm in Yorkshire in Northern England.
- **Roni:** I am in Portland, OR in the States.
- **David:** Hello from Calgary
- **Tamara:** Hello from Serbia
- **John:** Hi It's John from London
- **Adriana:** I am in Switzerland
- **Alessio:** Hi It's Alessio from London
- **Hannah:** Hi from Paderborn, Germany
- **Benoît:** Hi, I'm Benoît from Brussels
- **Bob:** I've done a lot of 'chairing' as a city councillor committee chair and 'facilitation' of meetings in coops and activist groups. But it's mostly learned as I go on plus what I've picked up from people like Martin
- **Eliana:** i'm Eliana from Italy
- **Mike:** Hi, I'm in Hamburg, Germany

Questions & comments

- **Roni:** At what stage of the engagement do you tend to use your video? As part of the proposal?
- **Tamara:** This video really provides excellent explanation on what facilitators do!
- **Benoît:** When should a Facilitator's role stop when intervening with its "participants"?
- **John:** I really like the video, one of the big tasks for a pilot is staying alert so that you do not crash the plane (or the event/meeting). Do you have any advice on how you keep alert?
- **Benoît:** More precisely, my question is to which extend are facilitators to intervene? Is there a line not to cross to remain a facilitator and not a project manager?
- **Roni:** Have you noticed different experiences from a cultural perspective when using the video?
- **Benoît:** Thanks you very much for your answers
- **Bob:** Different styles for different situations. On a council committee I was a traditional Chair with acknowledged status authority to get decisions taken. In a co-op or flat hierarchy group that directive behaviour is unacceptable and whatever happens is what the group wants, that's when I feel like a referee but also encouraging agreements quickly as appropriate.
- **Tamara:** How can we use our understanding of "what facilitators do" during the process that have already started, and there are new people coming and interfering the process, without understanding our role, since they missed the introduction, or our explanation of the role
- **Tamara:** I am planning to do my Certification next year, I missed this year's application for some personal reasons

- **David:** I like the term stewardship of process than manager of process
- **John:** I am also interested in how people use technology in their facilitation. I use polleverywhere and google docs a lot, particularly with younger people
- **David:** Nicely said Sunny - I have had this experience working with teams that had command control as their style of leadership
- **Bob:** Loomio is a favourite of the young for online discussion and decision making
- **David:** How do you participate in a facilitation session when YOU are a participant?
- **Sunny:** David, I find I have to sit on myself a bit - to finally be able to participate in content is a treat and I DO have opinions! So not taking over is something I have to watch.
- **Roni:** Could you talk a bit about the interaction between ToP, IAF and IIFC?
- **Bob:** Beatrice told us of a colleague who put a hat on as facilitator and took it off when being a participant, to make it clear.

What experiences of your own are you reminded of?

- **Bob:** The terror of losing 'control' of a big meeting and people being annoyed you didn't hold it together and they have wasted their time!
- **Shivani:** The presentation was a reminder for me to play my role as a guide. I struggle to stay grounded and present, and rather focus on achieving the outcome through my planned process.
- **David:** Agree with Bob

- **Benoît:** it reminds me when I tried to coach some members of my chapter for a particular project where I would only advise them. However, I went on the content, making it difficult to me to remain neutral. This webinar taught me not to go into the content, but remain on the processes.
- **John:** The need to keep in the moment and stay engaged, even when the subject may not be that interesting....
- **Roni:** Makes me reflect on the blended expectations that are common in my work experience; of being a facilitator and a trainer (and coach!) at the same time.
- **David:** Release preconceived notions, your ego and your fears, to be fully open without attachment to outcome.
- **Eliana:** I identify myself in the 3 roles of the facilitator presented in the video. I'm an architect and I often facilitate other architects in group work. The biggest difficulty I find is to remain impartial, because they are often both facilitator and member of the working group, so I try to cover different roles, declaring it. Another difficulty is to smoothly adjust the interventions, inviting people to stay focused on the target.

What metaphors or dimensions of the facilitator role would you add?

- **Richard:** We use several one I like is " Don't push the River"
- **John:** A critical friend
- **Shivani:** I tend to build a strong bond with the young adults which helps me work with them outside of the room. I believe, as facilitators we also play a role of coach/ friend.
- **Benoît:** pilot's role. It remains distant, while bringing the plane at its destination. It "guides" the passengers to their seats to get on the journey to their destination

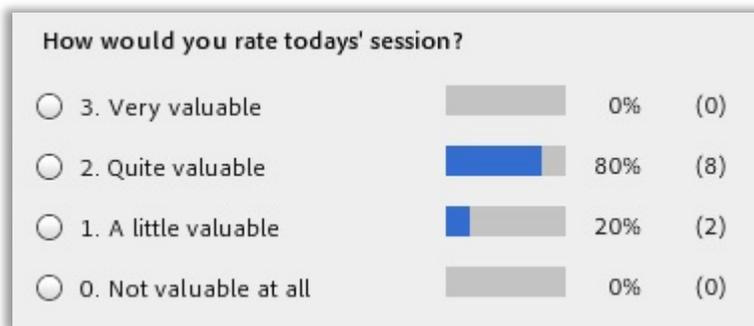
- **Richard:** For dimension we talk about level of interaction between facilitator and the content which for internal facilitators we train becomes very important
- **Bob:** I often think of myself as a referee holding participants to the agreed rules of the meeting and sometimes having to ask the meeting whether they agree with my use of their delegated authority or not.
- **Tamara:** we use the drawing of a "stick man" with large ears, bag of tools and balancing on one leg :)
- **Beatrice:** If I were to make a new video, I might play with the metaphor of "chef"
- **Roni:** As someone who loves to cook, I would be quite happy to consider the role through a chef metaphor!

What insight from our session today will you apply? How?

- **John:** Paying attention to all three roles, architect, pilot and guide. I probably spend most of my time focused on the guide and pilot phase
- **David:** Be deliberate - Take time to reflect on the issues at hand and make wise decisions.
- **Bob:** I want to have my experience accredited and the holes in my competence filled so I can promote myself as a facilitator for hire. I often see people being used and I think 'I can do better than them why wasn't I chosen?'
- **Tamara:** I like the simple explanation of the roles of facilitators, but also the facilitator's codes and what we stand for
- **Shivani:** I will be using Beatrice's video for a program I will be facilitation this Saturday. I would like to read more about the code of ethics.

- **Benoit:** I'll focus on not going into the content. And explaining my role more clearly
- **Richard:** In the role of architect is the idea we use of having a robust process and you as facilitator being the guardian of that process. I think preparation should be in the Code of Ethics
- **Bob:** Common confusion between the role of chair (being involved in the content and having an interest in particular outcomes) and a facilitator (not involved with the content itself and showing no interest in specific outcomes)
- **Eliana:** I can use the video to explain my role

Feedback



- **John:** Thanks for a great webinar!
- **Hannah:** Thank you very much & all the best!
- **Tamara:** Thank you very much
- **Roni:** Appreciate your well-designed hour. I have looked at IAF many times over my years of this work, and haven't explored more closely. Many thanks again.
- **Benoit:** thanks a lot for your time and having shared this wonderful knowledge!

- **Tamara:** I agree with you Sunny that IAF is incredible organisation!
- **Tamara:** IAF people have been very supportive for our group of facilitators in Serbia - since we started 10 years ago
- **Tamara:** Yes, thank you Martin, hope to see you soon, maybe in Paris
- **Bob:** I will look into the organisations. I want to get accredited and be more useful. But I have to go now. Thanks for the useful webinar.
- **Roni:** Many thanks to the 3 of you for your time and energy. Best wishes.
- **Richard:** Thank you and good bye signing off
- **Roni:** I know that name. Thank you Sunny. Northstar Facilitation?
- **Eliana:** thank you