

Free facilitation webinar 4 April 2018 in Adobe Connect
Hosted by Martin Gilbraith with Sunny Walker & Jo Nelson

Agenda

15:00-16:00 UK time

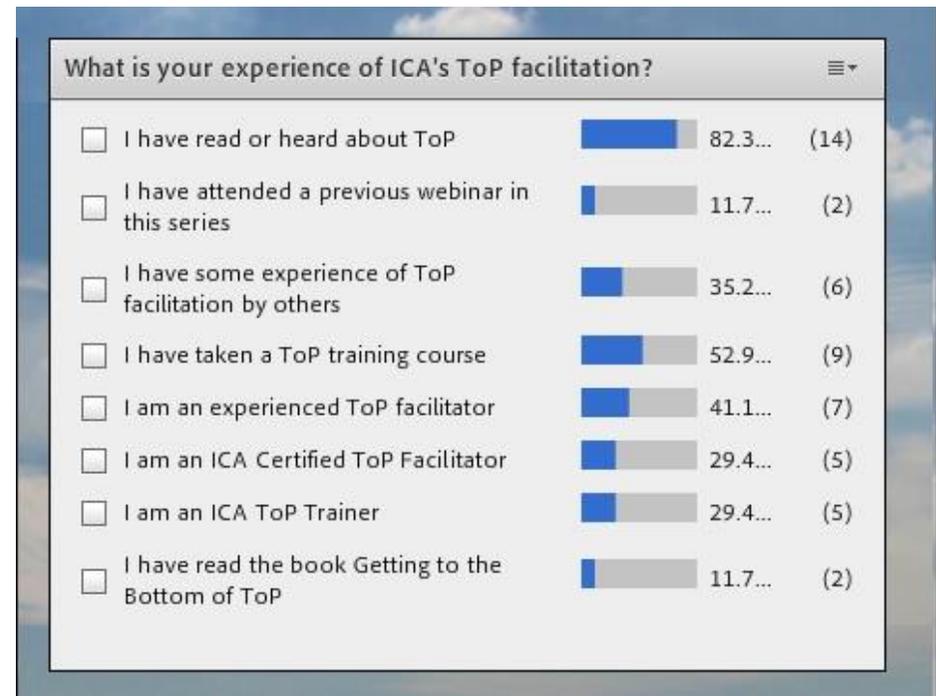
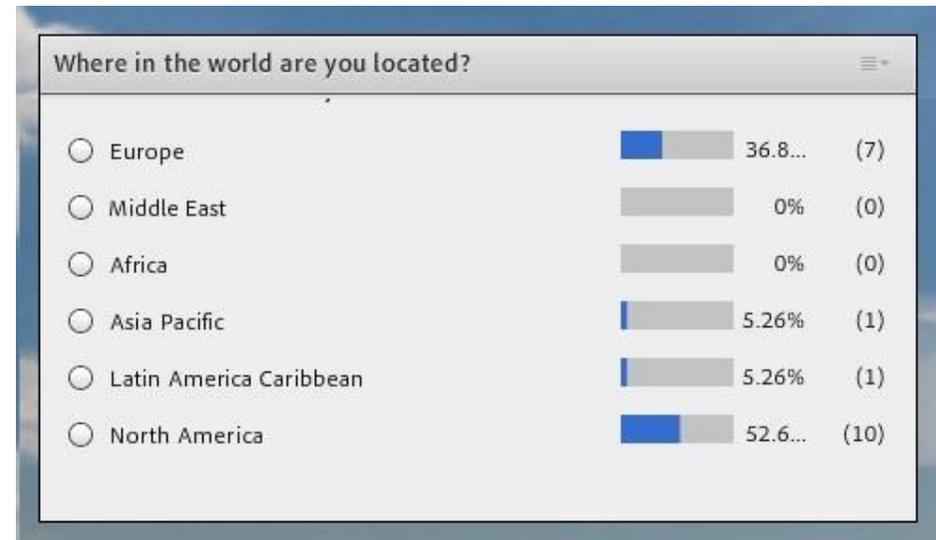
1. Opening, overview & introductions
2. Presentation, Q&A
3. Discussion
4. Reflection & close

Participants

26 from Canada, India, Mexico, Poland, Taiwan, UK & USA.

Introductions

- **Ekta:** Nice to 'meet' you all - my name is Ekta and I'm joining from Toronto, Canada
- **Ian:** Hello Ekta and other participants: I'm in Ottawa, Canada
- **Marge:** Hi Martin, I'm without a mic today so I'll just be listening in and typing!
- **Fennie:** Hi all!
- **Jerre:** Hi everyone
- **Artur:** It's Arthur here, very nice to see you again :)
- **Nikki:** Hello. I'm Nikki. I'm really new to ToP but curious to know more.
- **Ekta:** My introduction to ToP methods has been through ICA Canada (initially) and now through ICA Associates. I'm starting to use the methods a bit more in my current job (within Organizational Development) and I'm looking to learn more about the underlying philosophy and concepts so I can get more adept at moulding the methods to suit different needs
- **Nikki:** Wow, you sound like a near-expert compared to me Ekta!



- **Ekta:** Martin, thank you for your very helpful website/blog
- **Ekta:** oh goodness, Nikki - hardly! There's so much to learn!
- **Nikki:** As with all things! I'm sure having a forum to learn while you practice is good for that though, even if a bit scary sometimes!
- **Ekta:** scary is right haha, but yes, I am very grateful to have this chance (it's only been a few months)
- **Nikki:** Intrigued...!
- **Marge:** Greetings from rainy Manchester
- **Nikki:** Oh - the sun is out in Essex now - we've had sun / rain alternating today!
- **Susannah:** on an iPad today with no headset, so just listening today
- **Ian:** Winter has returned. A few cm. of snow last night and below normal temp. through the weekend here
- **Fennie:** Hi all, glad to be participating today.
- **Chris:** Hi all - This is Chris from London (UK). I'm a trainer & facilitator, currently working in the area of entrepreneurship. I'm new to ToP and interested in finding out more about it.
- **Mara:** Hi Martin, Hi Jo! Great to see you again
- **Nikki:** Sound similar to me Chris. Don't think we've met in London?
- **Paul:** Hi Martin - Paul from Toronto here; have been lucky to do several courses at ICA Canada, including one with Jo, and am using the techniques quite a bit here at the provincial government.
- **Mara:** I'm Mara - from Toronto.
- **Larry:** Hi Larry with ICA Taiwan
- **Searl:** Hi Searl From Denver - I run WomenThrive Leadership program as well as weekend retreats.
- **Artur:** Artur, in Warsaw, Poland, ICA:UK associate, working in Poland now, applying facilitation in project management,

- **Lynda:** Hello from Austin, Texas
- **Femi:** Hi From Northampton UK
- **Kimberly:** Hi everyone. from windy and rainy Ontario Canada
- **Ian:** Hi Kim: Same here, except snow, from Ottawa, Ontario, Canada

Questions & comments

- **Mara:** very cool interface
- **Susan:** cliff note
- **Nikki:** Yes, I remember those!
- **Mara:** interesting. that's what my Mom says too - if you want to learn to draw; you should draw what you actually see, not what you think it is supposed to look like
- **Mara:** I'll tell her that. she loves words too
- **Larry:** Objective to reflective as a mediator - what happened and what your feel is happening
- **Paul:** Hi Jo - what's the actual definition of phenomenology? The study of...?
- **Artur:** phenomenon
- **Paul:** Aaah
- **Artur:** something that appears
- **Paul:** Thanks!
- **Nikki:** I've been doing some thinking/ reading about Unconscious Bias lately. I guess this fits at the Reflective stage?
- **Sunny:** I would agree with that Nikki, except you are becoming conscious of it at the reflective level.
- **Nikki:** The challenge being that it is unconscious!
- **Martin:** I think Reflective relates to System 1 thinking and Interpretive to System 2 thinking
- **Susan:** A good question does not have the answer embedded in it

- **Martin:** yes Susan, an open question
- **Artur:** a good friend Anna, relates this to Kolb's learning cycle, do you see a link too?
- **Larry:** Yes
- **Paul:** Artur--I certainly have seen that, yes.
- **Artur:** :)
- **Martin:** concrete experience (or “do”), reflective observation (or “observe”), abstract conceptualization (or “think”), active experimentation (or “plan”)
- **Larry:** Guernica from Picasso
- **Artur:** the context... isn't that part of the objective level ... for me it is
- **Marge:** I love the consensus workshop method. If you're new to facilitation highly recommend doing London/Manchester ICA training on it. I've used it in multiple scenarios with clients (I mostly but not exclusively work in the cultural sector). It is fantastically inclusive.
- **Susan:** Can you explain "brainstorming" here? recent research has shown that brainstorming does not bring out the best ideas.
- **Larry:** Yes and the book is great at laying out with clarity the intent and uniqueness of each step as well as each process
- **Artur:** in the context we talk about the reason why we are doing this, what the whole meeting results from
- **Susan:** you just used the words 'solitary brainstorming'. Excellent. Thank you
- **Susan:** you can't see me -- I'm nodding :-)
- **Nikki:** Sounds similar to 1-2-4-All method in Liberating Structures
- **Susan:** Love 'harvesting ideas'
- **Martin:** yes Nikki

- **Artur:** I had a situation recently where I had just six people and I hesitated between putting them into pairs or keeping them individually I opted for the first and it was a mistake
- **Larry:** Rational/ Creative - capturing what is present - Objective (ideas/element present in the moment)
- **Artur:** positive - negative are already subjective words
- **Ian:** I ask participants to preface their interventions with 'How to' or 'I Wish' to keep things positive
- **Sunny:** Good observation, Artur.
- **Kimberly:** In am currently working with a large group in 17 different languages. The exercise of translation of the foundational facilitation terms and concepts, as well as their topic concepts, has been an incredible learning journey and we have all spent as much time exploring interpretation of words used as we have on the topic itself. This of course has helped everyone reach consensus and deeper understanding.
- **Artur:** :):)
- **Artur:** :D;D
- **Martin:** great Kimberly
- **Nikki:** Sounds amazing Kimberley.
- **Mara:** that's what good coaches do too.
- **Kimberly:** I have them all and they are amazing!
- **Mara:** the art of focused conversation is one of my go-to 'bibles'
- **Lynda:** ICA Canada is an amazing gift to our profession - as are you Jo!
- **Kimberly:** Agreed Lynda
- **Ekta:** Ditto and ditto
- **Archana:** very helpful thank you.
- **Larry:** The book is great and the most practical book of ICA Process I have read so far

- **Jerre:** What you are speaking of, Jo, reminds me of the works of George Herbert Mead - MIND, SELF, & SOCIETY
- **Larry:** Martin I was not saying anything negative about the other books. The theory is accessible and practical just like Wayne
- **Artur:** the challenge is, as I see it, ToP are at the structured approach extreme, it requires a rather strict following of the process
- **Kimberly:** Artur: I actually find the ORID and ToP to be very flexible and adaptable for most situations.
- **Artur:** I am a jazz drummer :)
- **Kimberly:** Perfect analogy Jo, Jazz!

How does your own experience and practice of ToP facilitation reflect the ideas discussed (or not)?

- **Nikki:** Very close parallels with Action Learning
- **Beatrice:** Very compatible for Edward deBono's 6 Thinking Hats
- **Larry:** Yes DeBono 6 Hats can be used with the ORID screen
- **Lynda:** the ORID framework has given me an assuring context to design on the fly as well as with intention - elegant
- **Kimberly:** I filter all of my facilitation methods, mediation work and my teaching through the phenomenology discussed here. It is my litmus test for successfully working with groups.
- **Larry:** Combining Focused conversation with World Cafe has been a powerful example of inviting people to challenge themselves to deeper work both methods hope for
- **Jerre:** The work of James Britton in England also reflects what you are speaking of. He helped teachers understand the relationships, the flow, between cognition, expressive communication (language for him), and AFFECT

- **Ian:** Neutrality of facilitator essential to maintain credibility with the group
- **Searl:** YPO - Four Step Exploration process
- **Mara:** I have a colleague who uses ORID to write; including his blog posts
- **Sunny:** I use it in writing as well.
- **Mara:** I find it natural now too, Martin. Not sure if I go deep enough
- **Marge:** I use ORID across various elements of my work, not simply facilitation which has been fantastic
- **Searl:** yes
- **Kimberly:** One tool that Jo taught me was providing participants with placemats split into four quadrants with ORID pics and questions in each quad. It really helps participants structure their thinking themselves as the day goes on. It works brilliantly!
- **Mara:** good idea, Kimberly. I think that's a way of integrating visual facilitation
- **Searl:** curious about using this in designing my 6 month program

How would you explain how or why ToP facilitation works as it does?

- **Nikki:** It supports people to separate out the facts from the feelings and understand how those connect together - is that about right?
- **Paul:** When you get the order right, ie. ORID, you don't have to explain what you're doing and it still works. Thus the methods are transparent, natural and don't "get in the way."
- **Lynda:** Based on the way we as humans process information and experience our environment this approach to facilitation

enables a group leader to remove the obstacles that get in the way of people working together

- **Mara:** totally agree with Paul.
- **Ian:** By following this process, it allows people to think freely, move to more practical applications and narrow down to a decision
- **Larry:** Often in Coaching listening with ORID you discover clients are often speaking OR then ORI then OR then... by listening you can ask a few questions but only the ones they need to help with their own exploration. By ending with D it is an affirmation of their journey
- **Mara:** I agree, Larry

What insights or questions will you take away - for facilitation, or more broadly?

- **Mara:** good reminder of the importance of layering and going deeper, and also starting the focused conversation with a common starting point
- **Searl:** A reminder to self to slow down when facilitating
- **Nikki:** Curious to know more. Some thinking on the role of facilitator and value of ever adding content.
- **Artur:** prepare deeply and thoroughly
- **Searl:** interested to know more about integrating other important learning tools - eg use of visual, being totally new to this - which is the most fundamental and practical book
- **Beatrice:** I appreciate the opportunity to have a conversation about the philosophical underpinning of what we do
- **Marge:** I've just ordered the book!
- **Lynda:** grateful to have more insight about theory behind practice
- **Ian:** Will follow up further with use of ORID

- **Paul:** Love the jazz analogy - I think it's important for beginners to know as well, ie. it's not *only* about making a detailed plan.
- **Susan:** Will have to learn more and then integrate it with Catalytic Thinking and Catalytic Decision making
- **Nikki:** Thinking about questions to prompt thinking at each stage and applying a light framework that allows progress through the steps without being too heavy on process and structure.
- **Artur:** I'd like to return to the matter of strict following of the process
- **Lynda:** might you post your blog link you mentioned Martin.
- **Martin:** <https://martingilbraith.com/2014/02/25/four-steps-to-a-universal-principle-of-facilitation-and-learning/>
- **Martin:** <https://martingilbraith.com/2015/10/18/is-there-a-single-universal-principle-of-facilitation/>
- **Marge:** Would love to see a visual of the ORID placemats Kimberley was discussing
- **Lynda:** Ditto to Marge request re Kimberly!
- **Jo:** The ORID placemats were invented by a school teacher in Alberta, and can be found in Art of Focused Conversation for Schools
- **Jane:** visual placement please
- **Jane:** Is anyone using ORID in doing an historical scan?
- **Sunny:** Yes, Jane, in debriefing it after getting out the observable historical information.
- **Marge:** Ah fab thanks I'll check that out Jo
- **Archana:** Willing to attend webinar on PSP, if there is any plan
- **Martin:** Archana you'll find a recording of a PSP webinar at <https://martingilbraith.com/free-facilitation-webinars/>
- **Jo:** Archana, there is an online PSP course. Check <http://ica-associates.ca/training>

- **Artur:** I think it's very important to have a strong context stage and the resolve stage. If there is some lack of clarity in those two stages, the whole workshop loses its strength
- **Jo:** I agree, Artur
- **Ian:** Is there a ToP presence in Latin America?
- **Sunny:** Yes, Ian. Chile, Guatemala, Peru for sure.
- **Jo:** <http://ica-international.org>

Feedback

- **Nadine:** Jo, Apologies for my late arrival I changed the time to CDT incorrectly on my calendar. What I heard was outstanding which is not a surprise at all. I will listen to the recording. Bouquets and appreciation to you!
- **Archana:** I appreciate the opportunity to attend this webinar. Thank you, Martin.
- **Beatrice:** I need to sign off now. Hope to see some of you in Ottawa next month!
- **Larry:** Thank you Jo and Martin and Sunny
- **Kimberly:** This has been wonderful thanks all!
- **Fennie:** Thank you!!
- **Mara:** see you in Ottawa!
- **Mara:** iaf-world.org
- **Artur:** great many thanks:)
- **Nadine:** Martin, Thank you for hosting this outstanding session with Jo!
- **Susan:** Thanks to all!
- **Archana:** Thanks
- **Susannah:** Thank you!
- **Nikki:** Thanks all!
- **Chris:** Thanks everyone!
- **Paul:** Thanks Jo, Martin, Sunny!

- **Ekta:** Thank you! This was wonderful!
- **Larry:** Sorry I need to go it is 11 PM here. This was great
- **Mara:** Gotta go - thanks Jo, Martin and Sunny!
- **Marge:** Thanks for the session - have to head off. All the best and thanks again for your generous free webinar opportunities Martin.
- **Susan:** Thanks everyone -- signing off...

