



Free facilitation webinar, 11 April 2019 in Adobe Connect

Hosted by Martin Gilbraith & Sunny Walker, with Rebecca Sutherns

Agenda

3-4pm UK time

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

Participants

26 from Canada, Denmark, India, Italy, Kenya, Switzerland, UK & USA.



Introductions

- **Martin:** Hi everyone & welcome, I'm looking forward to some nimbleness today - from a chilly but sunny London UK
- **Rebecca:** Hi all! I'm delighted you've joined us. Looking forward to talking about nimble facilitation by modelling it today, based on the scenarios (or horror stories!) you most want to talk about.
- **Sunny:** I'm In Denver, buried in snow yet again (it was 80F, 26C yesterday morning!)
- **Teree:** Hello from Airdrie, Alberta in Canada
- **Paul:** I'm from St. Catharines, Ontario, Canada

- **Teree:** Thank you so much for pronouncing my name correctly! Most people don't
- **Joana:** Hello, I'm just here to listen today as I don't have an appropriate microphone. If someone else would like to have microphone rights you are welcome to turn mine off and share with others.
- **Susan:** Greetings, Everyone! From cloudy Wilmington, DE. where it is about 9: 30am
- **Tom:** Morning... hear to listen today... no need to activate mic... thanks
- **Susannah:** Hi all. Susannah in London
- **Christoph:** Led webinars on dealing with disruptors based on our book of the same

- name at Facilitation Analytics. Support government agencies and large organizations in managing public engagement for strategic impact.
- **Christiane:** Hello! Christiane from Switzerland
- **Shannon B:** Hello from Brockville, Ontario, Canada
- **Ezequiel:** Hello everybody, Ezequiel Iurcovich from Rome, Italy
- **Sarah:** Hello from lovely sunny Scotland!
- **Teree:** Sunny: the weather in Denver sounds a lot like the weather in Alberta.
- **Shannon B:** I have my copy as well.

- **Sharon:** Hi from (sunny) Manchester today
- **Sunny:** Tereee, quite likely - very mercurial this year.
- **Christiane:** Book is ordered... waiting for it!
- **Zoe:** Hi everyone, I'm in London today!
- **Nadine:** Hi everyone, I am in Colorado
- **Archana:** Archana here from Pune, India
- **Paul:** I am recently retired as a minister with the United Church of Canada but am continuing to do strategic planning and consulting with churches and NFPs
- **Sunny:** Hi Archana - we still need to connect! Next week should work for me.
- **Carol:** I'm an innovation consultant - have been working as an internal consultant for Pearson globally, now setting up my own consultancy so key concern is walking in to a new company where I'm not familiar with the company culture
- **Carol:** I'm based in London (but from MN, USA)
- **Martin:** hi everyone, welcome & thanks for joining!
- **Catherine:** Hoi Hoi. Greetings from. Nairobi, Kenya

Your hopes for the session

What facilitation scenario has surprised or concerned you?

- **Susan:** Undercurrent of factions that bubbled into loud disagreement between 2 individuals as we deliberately addressed the issue of the factions
- **Christiane:** Manage different opinions, contradictions, in a smooth and agile manner
- **Sunny:** When members of factions are passive aggressive - no shouting, but lots of eye rolling.
- **Sarah:** Yep, passive aggressive is the key issue for me. Arms folded, not willing participants....
- **Tereee:** angry outliers and rouge thinkers best describes some of my surprising scenarios
- **Paul:** Discovering that a lot of people are not onboard with the process
- **Ezequiel:** Managing intervention by entrepreneurs/owner/CEO in an employee's class room
- **Archana:** last Wednesday I was surprised that the facilitation place was their work place. I only asked for pin boards and audio and a large enough room for 80 people, in smaller groups, and they had it all but place for facilitation was surprising to engage with people - but it happened finally.

Questions & comments

- **Christiane:** More concerned when the aggressive tone is between participants.
- **Martin:** love it - your state in the room is way more important than your script!
- **Christiane:** Always writing on the script all the changes made to adapt to the group's needs (but keeping track). Then I can reflect later on these changes and integrate in the next facilitation as lessons learnt
- **Sarah:** one big challenge I find is the client. they expect you to 'stick to the agreed script' - would be interested to get your reflections on this.
- **Christoph:** Some part of the disruption problem is that participants may experience something as "off track" that is really just "off script". And yet perception is reality. How do you set participants' expectations so they are more comfortable w/"off script"?
- **Sunny:** Sometimes I find process challenges are simply a disconnect in understanding the relationship between purpose and process. Clarity on both sides may change their attitude OR my process!
- **Paul:** What planning steps can you take to increase the likelihood that what you are told about the participants and their expectations is reasonably accurate?
- **Sunny:** Love those washroom cubicles...

- **Christiane:** I usually share the detailed script to the client, but we always agree that I have the right to change the process if needed. This agreement gives me freedom to adapt.
- **Susannah:** Don't be over caffeinated! Yes, my rule is no coffee on the day of a workshop!
- **Sarah:** Great response, thanks so much.
- **Carol:** we like to give surveys ahead of time and ask questions that allow people to share their hesitations - and then try to involve the 'negative' folks in the planning (perhaps get a case study from them to personalise the workshop) - this is easier to do though when you are part of the organisation...
- **Sunny:** "Multiple perspectives are protective." A quote for my wall.
- **Ezequiel:** How do you evaluate whether the "authority" of your contact within the client is at the right hierarchical level to take decisions?
- **Susan:** What will be different when we've finished with the day
- **Rachel A:** what if the client doesn't have a clear idea of their purpose, or what the outcome should be?
- **Susan:** No facilitation plan survives contact with the client
- **Rebecca:** I spend ages clarifying purpose with the client in advance...I can barely function without it, honestly
- **Christoph:** "I'm not a fan of parking lots" -- Say more, please
- **Sunny:** Interestingly, one 2-hour lunch with a client (and 4 reps) had their purpose change 4-5 times as THEY began to get clear.
- **Susannah:** Will certainly check out those visual tools for consensus!
- **Rebecca:** I think parking lots tend to be where things go to die...
- **Christoph:** +1, thanks
- **Teree:** thanks for those visual tool ideas to work with rouge thinkers or outliers. I find that groups will self-govern the outlier perspective to some degree which can then lead to exclusion of different ideas

Your experience

How have you responded to the unexpected, and what you have learned from the experience?

- **Christiane:** Unexpected Elephant in the room once. We had to deal with it otherwise there was no chance to meet the objectives. We took 1-hour activity to deal with it and decided with the client what would be less important in the programme to keep timing. worked well
- **Sunny:** With process challenges, I will stop and ask the group what they want to have happen - will also say what my process was out to accomplish and see where they come together. I have sometimes then completely dropped what I planned.

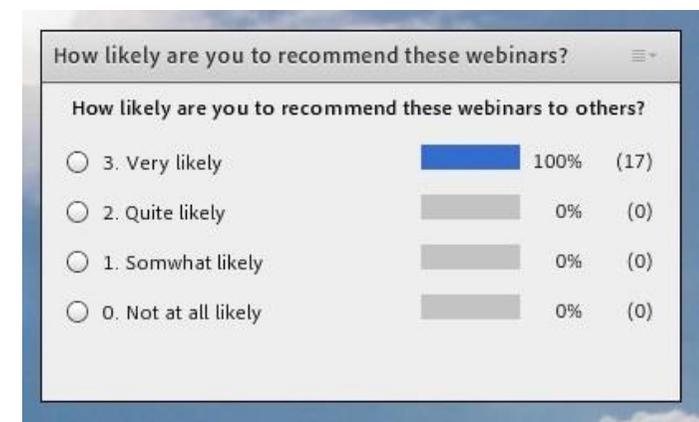
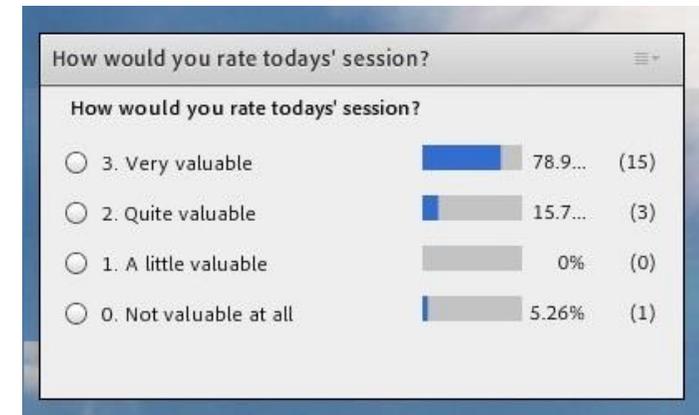
Your own insights & next steps

What insights can you take away from this session and apply in your work?

- **Carol:** I definitely need to let go of the script a bit more!!
- **Nadine:** I love using the flipchart to get the temperature of the room
- **Sarah:** Obsess about purpose! Put 75% of your energy into planning.
- **Shannon B:** I am intrigued with exercise to determine how convergent/divergent the thinking is in the group.
- **Archana:** Visually putting the dominant opinion
- **Sunny:** Difficult to find something I'm not taking away. Some already using, but even the reminder is of great value. THANK YOU!
- **Teree:** visualizing spectrum of opinions/beliefs
- **Archana:** yes, it confirmed with me, sort of self-validating that we all feel & do these things as facilitator, thank you so much Rebecca, felt so much like echoed on most things.
- **Archana:** sleep, washroom hides, detailed plan for self, letting go when needed, setting expectations about most things

Reflection

- **Christiane:** Very useful, impatient to learn more with your book!
- **Sunny:** This was brilliant! So on target from my own experience (both good and awful!)
- **Teree:** really excited to read the book and dig deeper into these concepts
- **Teree:** Thank you!
- **Christoph:** Wonderful, thanks.
- **Ezequiel:** Thanks
- **Susan:** Thank you so much! This was educational and affirming
- **Christiane:** Thank you to all!
- **Catherine:** thank you
- **Shannon M:** Thank you!
- **Susannah:** thank you!
- **Sarah:** Brilliant, thanks so much
- **Archana:** Thank you Rebecca for Nimble insightful Webinar
- **Teree:** Honestly, one of the best webinars that I've enjoyed in a while. I must go now to the day to day job that pays the bills
- **Sunny:** Teree, I agree - one of the best!
- **Archana:** Rebecca, your aim questions were nice, I missed noting them all... can you please share them as part of the slides?
- **Rebecca:** "What will you hold in your hand and/or have experienced by the end?"



"What do you want to do/feel after today?"
What will change as a result...?"

- **Rebecca:** I might also say, "Other clients I've worked with have handled this situation in these multiple ways...might any of those possibilities interest you?"
- **Sunny:** Nicely put, Rebecca.
- **Susan:** Very nicely put. Thanks for the framing. Bye!