

# Facilitation Tips & Techniques



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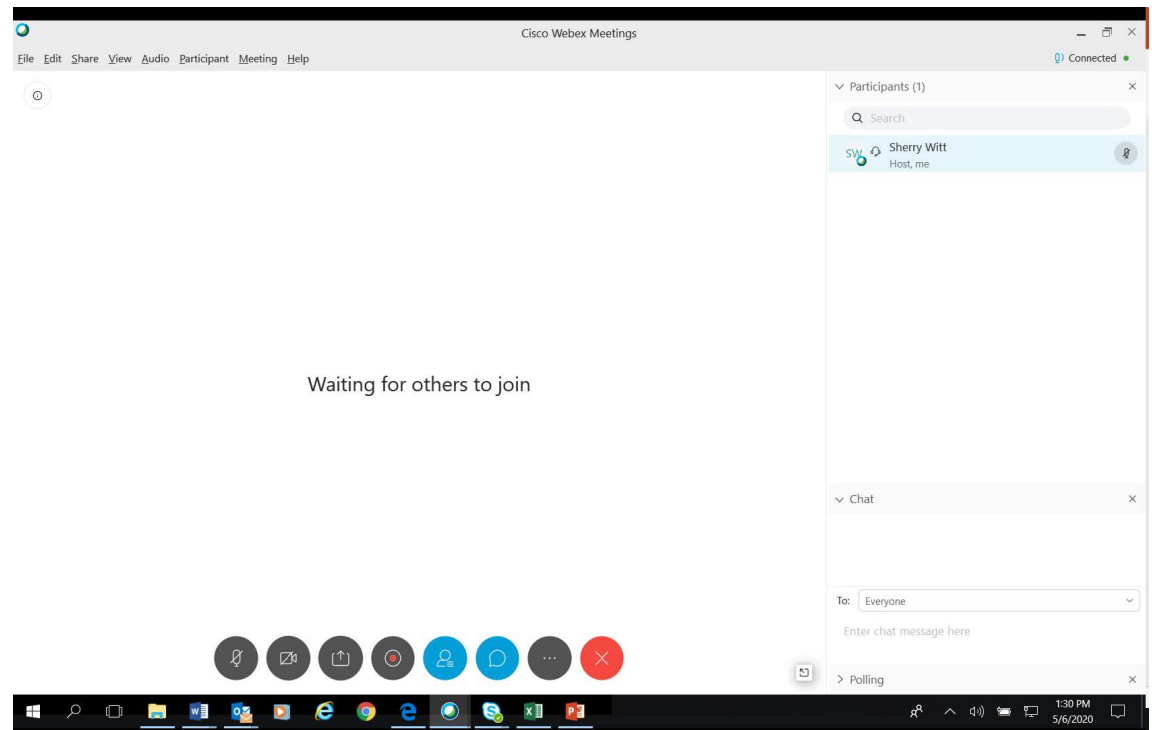
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# Ground Rules

- Turn your **video on**
- Be on mute when not speaking and remember to **use your mute/unmute** button
- **Speak loudly and clearly**
- **Participate** in the webinar by:
  - Raise Hand icon
  - Chat box to provide input or ask a question (directly to the facilitator if you wish to remain anonymous)
  - Participate in the webinar polls (all will be anonymous)
  - Unmuting when queued to do so by the facilitator
- Refer to your **handouts**
- **Turn away from email** for the short duration of this training
- Say your **name** before you speak
- **Do not put your call on hold**; it will broadcast your phone system's hold music

# WebEx Features

- Participant box
  - Mute on/off
  - Video on/off
- Chat box
- Raise hand icon
- Participant layout options
  - One active speaker
  - One active speaker with thumbnails of attendees
  - Grid style view for all participants equally
- Poll window
- End Meeting



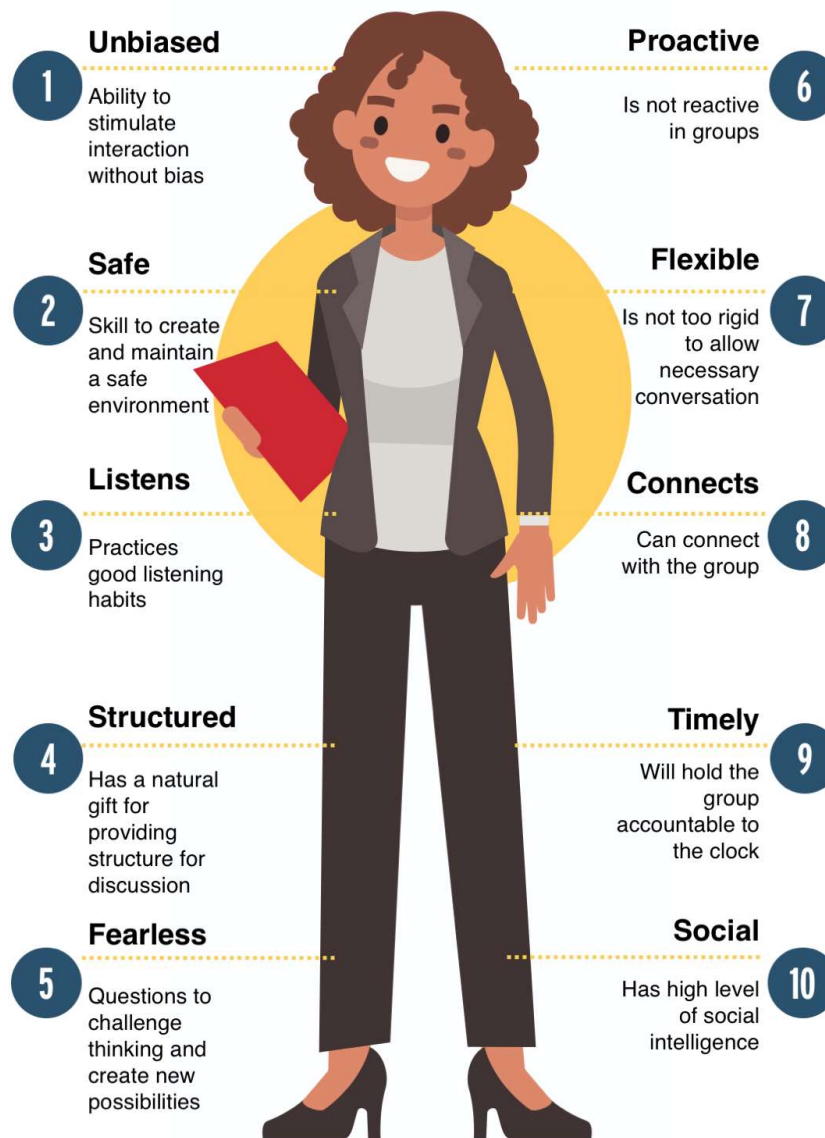
# Training Goal & Overview

- Goals:
  - Present some of the facilitation products
  - Obtain participant input on more in-depth training for subsequent quarterly trainings
- Agenda:
  - Presentation of Facilitation Products
  - Highlights of Tips & Techniques
  - Feedback of Products
  - Tip Presentation 1
  - Technique Presentation 1
  - Participant Choice of Tip and/or Technique
  - Future Products
  - Participant Choice of Future Training



**Facilitate: (verb) to make an action or process easy or easier**

## The French word “*facile*” means easy

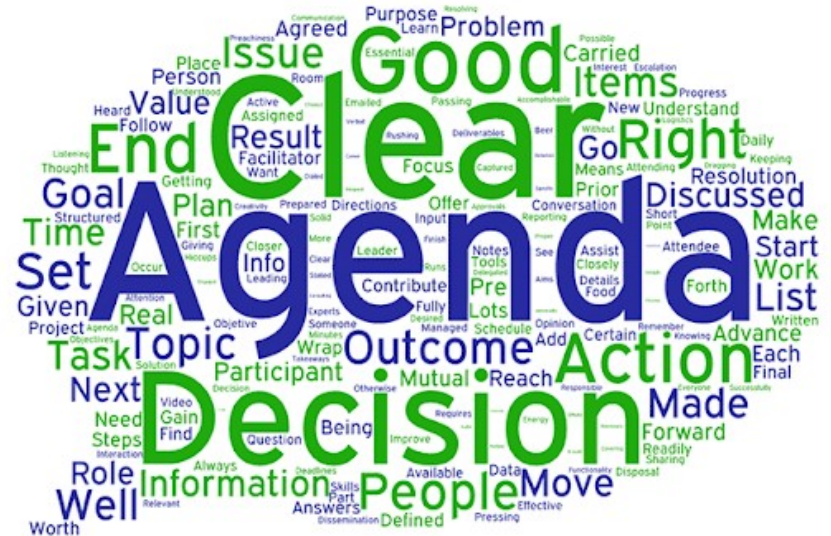


# Presentation of Facilitation Products

- **Facilitation Tips**: General facilitation tips to assist Coordinators, Staffers and Chairs to better facilitate meetings
- **Facilitation Techniques**: Facilitation techniques that lead to the right outcome and help Coordinators, Staffers or Chairs read the audience to determine which technique to use. These techniques can be used to get the needed results

# Highlights of Tips

- Know Your Role
- Making Effective Meetings
- Building Momentum and Energy
- Utilizing a Parking Lot
- Keeping Meetings Positive and Fun
- Engaging Participants and Drawing Persons into the Conversation
- Guiding the Conversation
- Off Topic Discussions or Tangential Discussions
- Managing Difficult Personalities
- Finishing on a High
- Managing good video meetings *new!*





# Highlights of Techniques

- Brainstorming
- Consensus
- Live Polling
- Action Planning
- Meta-Planning
- Backcasting Exercise
- Charrette
- Breakout Groups
- World Café
- Round-robin Brainstorming
- Voting



# Initial Feedback on Products

- Is the format of the Facilitation Tips and Techniques useful to you?
- Is there a format that you prefer to see?
- Are there tips or techniques that you would like to see added to these products?



# Tip: Managing Good Video Meetings

- Make sure everyone can hear each other
- Make good eye contact and movement
- Have a meeting facilitator
- Know and use your tools



# Technique: Consensus Building

- A process in which people **agree to work together to resolve common problems** in a relatively informal, cooperative manner.
- Used to bring together representatives from **different stakeholder groups** early in a decision-making process.
- A neutral third party helps the stakeholders design and implement their own **strategy for developing group solutions** to the problems.
- Used to work collaboratively to develop a solution that **satisfies all parties**.
- A solution is negotiated and thus all parties **agree upon the threshold for consensus**.
- Formats: forums, charrettes, meetings, roundtables
- Techniques: negotiation, facilitation, mediation
- Goal: to produce sound policies or agreements with a wide range of support while reducing the likelihood of subsequent disagreements.

# Consensus Continuum



# Consensus Building Steps

1. **Convening** – Getting all the people to come with *shared expectations* about what they will be talking about and how they will be working together
2. **Clarifying Responsibilities** – Be very clear about key roles, such as keeping a summary of the meeting and a record of the key ideas, and who is keeping the group on track
3. **Deliberation** – How do you talk together so it is easier to come closer to a unanimous agreement rather than just reach a decision that the bare majority; involves joint fact finding, careful listening of views of different groups to package an agreement that meets everybody's most important interests
4. **Locking in the Commitments** – Is the group prepared to commit to the agreement, agreement of responsibilities to move it forward

# Resources on Consensus Building

- EPA, “Public Participation Guide - Tools for Consensus Building and Agreement-Seeking”: <https://www.epa.gov/international-cooperation/public-participation-guide-tools-consensus-building-and-agreement-seeking>
- CBI, “Collaborative Approaches to Environmental Decision Making - A State Agency’s Guide”: <https://www.cbi.org/report/collaborative-approaches-to-environmental-decision-making-state-agency-s-guide-to-effective-dialogue-and-stakeholder-engagement/>
- The Consensus Building Handbook: A Comprehensive Guide to Reaching Agreement by The Consensus Building Institute

# What tips do you want to hear more about?

1. Know Your Role ✓
2. Making Effective Meetings
3. Building Momentum and Energy
4. Utilizing a Parking Lot
5. Keeping Meetings Positive and Fun
6. Engaging Participants and Drawing Persons into the Conversation
7. Guiding the Conversation
8. Off Topic Discussions or Tangential Discussions
9. Managing Difficult Personalities
10. Finishing on a High
11. Managing good video meetings ✓





# What techniques do you want to hear more about?

1. Brainstorming
2. Consensus ✓
3. Live Polling
4. Action Planning
5. Meta-Planning
6. Backcasting Exercise
7. Charrette
8. Breakout Groups
9. World Café
10. Round-robin Brainstorming
11. Voting



# Future Products

- **Sample Agendas**: To be used to prepare for the pre- and post-Quarterly Progress Meetings, will include facilitation notes for how to implement the agenda items.
- **Facilitation Questions**: To be used by Coordinators, Staffers and Chairs to assist their groups through the Strategy Review System during their meetings by simplifying the questions being asked and the tips and techniques that may be utilized to streamline the process.

# Future Training Opportunities

- Are there particular topics in the products that you would like to see in further detail in a future quarterly training?





*Thank you for your participation!*

For questions or comments, contact me at  
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