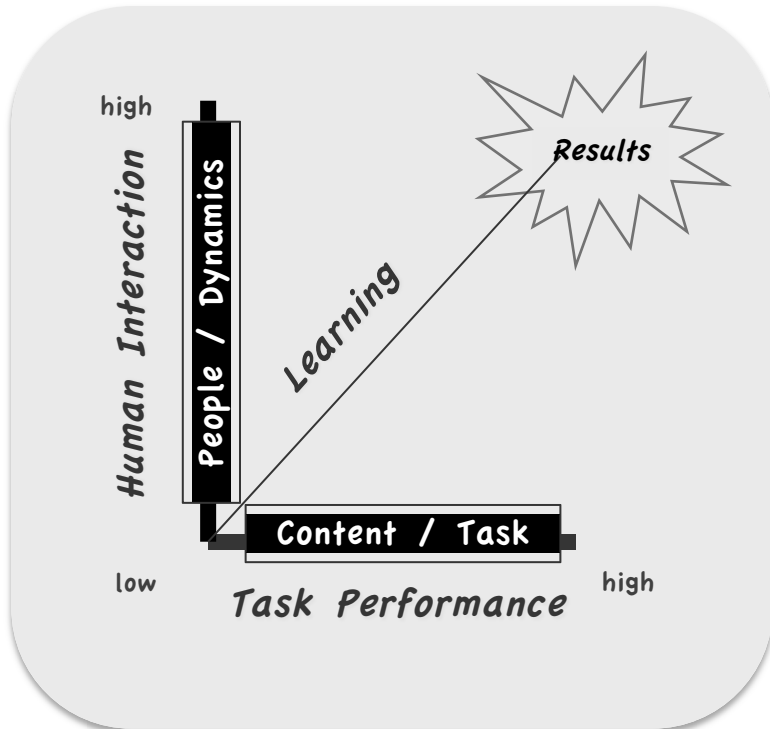


# Facilitation Fundamentals: Application Worksheet

PDE Conference 2014: Making a Difference \* Presenter: Rhonda Beach Tyree

Applying principles/practices that I am learning ...

... to a REAL TEAM that I support:



## Current Team Functioning

*Pick a team with less than optimal team functioning. Write descriptors of the team's current functioning.*

## Group Dynamics

## Task Performance

## Processes/Learning

## Results

**Definition:** *Facilitation is the art, craft, and science of providing process leadership to enable optimal human interaction, learning, and task performance*

## Possible Focus Areas

*Rate current functioning on each continuum. Note areas for increasing intentional facilitation.*

### Continuum of Team Functionality

Adapted from: Characteristics of Dysfunctional Teams, Monash, Guide to Managing & Optimizing Team Performance

● High Trust	● Absence of Trust
● Shared Cause/Purpose	● Competing Interests/Purposes
● Effective Communication	● Ineffective Communication
● Comfort with Conflict	● Fear of Conflict
● High Commitment	● Lack of Commitment
● Effective Decision Making	● Ineffective Decision Making
● High Accountability to Each Other	● Lack of Accountability
● Effective Action Planning/Taking	● Ineffective Action Planning/Taking
● High Attention to Results	● Inattention to Results
● Strong Outcomes & Impacts/Cause	● Limited Outcomes

## Increasing trust and shared cause/purpose ...

**What can a facilitator do if ...** Absence of Trust  
Competing Interests/Purposes

**Idea starters:**

- ✓ First, discover context and situation. (Example: Leadership situation.)
- ✓ Agree on “why before what before how before who before when.”
- ✓ Uncover common cause.
  - Tool idea: *But why? Technique* – See Community Toolbox (KU)
- ✓ Craft and keep visible shared vision, mission, and guiding principles.
- ✓ Establish clear, demanding performance goals with milestones.

## Practices to apply with my team ...

## Improving communication and comfort with conflict ...

**What can a facilitator do if ...** Ineffective Communication  
Fear of Conflict

**Idea starters:**

- ✓ OARRS\* (See \*Grove Consultants resources.)
  - Outcomes – Agenda – Roles – Rules (Norms)
- ✓ Apply the lowest level of intervention. (Think PBIS!)
- ✓ Clarify the decision rule.
- ✓ Use “Interests-Based Negotiation.” (See \*\*CADRE resources.)
  - “How would [child] benefit by [position]?”\*\*
  - “What would be accomplished by [position]?”\*\*
  - “What are possible ways that we can [satisfy the interest]?”\*\*
  - “What are possible ways that [interest X] and [interest y] could both be satisfied?”\*\*

## Practices to apply with my team ...

### **Facilitation Resources:**

- ✓ PaTTAN Protocols <http://www.pattan.net>
- ✓ International Association of Facilitators <http://www.iaf-world.org/index.aspx>
- ✓ Institute of Cultural Affairs <http://www.ica-usa.org>
- ✓ National School Reform Faculty [http://www.nsrffharmony.org/protocol/a\\_z.html](http://www.nsrffharmony.org/protocol/a_z.html)
- ✓ Kansas University, Community Toolbox <http://ctb.ku.edu/en/table-of-contents>
- ✓ Facilitation Resources – University of Minnesota Extension <http://www.extension.umn.edu>