

IMPACTFUL MEETINGS

Becoming a great facilitator

WHAT IS A FACILITATION?



"to make easy" "help bring about"



PRESENTATION

- Inform, persuade, entertain
- One-sided
- Audience receives information
- Presenter answers questions
- Slides
- Clear idea of what you want your audience to know

FACILITATION

- Generate ideas
- Process to solve problems
- Participants share ideas
- Questions prompt discussion
- Conversations
- Helping others generate ideas and outcomes on their own



PRE MEETING PLANNING



Order of activities Estimated time frame Length of program

"if you fail to plan, you plan to fail"



AT THE MEETING

Introductions Purpose/objectives Manage time Ask good questions Get people involved icebreaker/activities

"if you fail to plan, you plan to fail"

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GENERATE IDEAS



YOUR TURN





ASK GOOD QUESTIONS

PROBING QUESTIONS

- Can you share an example?
- Tell me about...
- Why do you think this is the case?
- How did you decide?
- Can you elaborate?
- Have you ever had that experience?
- Help me understand what you mean
- What do you think of?

YOUR TURN



CLARIFYING RE-PHRASING QUESTIONS

- What did you mean when you said
- So I think what you're getting at
 - Help me understand
- **Did I hear you say?**
- Do I understand you when you say
- What criteria did you use
- So, are you saying if we do xyz, then

YOUR TURN



KEEPING PEOPLE ENGAGED



PERSON WHO TALKS TOO MUCH

- Reframe comments and direct question to the group
- Tell person opinion is valued, want to hear from others as well

SILENT PERSON

- Ask their opinion
 - How do you feel about this
 - John, has this happened to you
 - Mary, what do you think
- Ask people to write answers on cards and give to you. Read without using their names

ARGUMENTS

- List both sides of argument on flip chart. Group develops pros/cons
- Tell people to focus on ideas/facts, not on individuals
- Refer to outside expert/objective party

UNCLEAR COMMENTS

- Ask person to give example or share data/facts
- Re-state points to verify what the person is saying

INTERRUPTER/OFF TRACK

- Listen. Do not react.
- Summarize points to let them know they've been heard
- Ask how their point relates to subject at hand
- Say need to move on and can discuss after meeting

ATTACKER/CONFRONTATION

- Do not take bait
- Use phrases:
 - What I'm saying is
- Turn the question back to attacker:
 - Let's talk about your perspective
 - What I hear you saying is

KNOW IT ALL

- Listen. Paraphrase. Redirect
- Ask opinion of others to draw attention away from know it all

FALSE INFORMATION

- Summarize/ask for group input
 - What do the rest of you think?
 - Have you heard about this?
- Ask people to check sources
- Clarifyat next meeting



ENDING MEETINGS

- Next steps/action items
- Handouts
- Round robin input
- Arrange the next meeting
- Thank people for participating



Innovative Giving: Leverage Your Twitter Network (posted by Sasters Send to Chauthur

What she's dowc A social media consultant, Beth Kanter teaches non-profits and individuals how to use social media tools like Twitter, blogs and widgets to raise funds and awareness. Although Kanter has spearheaded several unusual funding efforts, her most effective was at the Seattle Onomedex 8.0 Conference in August of this year, where she raised over \$2500 in just 90 minutes by challenging highly connected geeks to tap into their extensive Twitter networks. It started with a mass tweet asking people to help her "send Leng Sopharath, a young Cambodian woman, off to her junior year of college in good health." Tweets and retweets traveled through the online community, and by the end of the conference, Kanter had collected almost \$4000. She acknowledges the results as a "special success story," but believes it's an example of how the power of networks can be utilized by non-profits.

Tagst Innovation, Technology, Social Responsibility, Beth Kanter, Innovative giving, Innovativegiving, Seattle Onomedex 8.0 Conference, Netter



Read the other entries in our innovative giving series here Add your own suggestions for innovative ways to give in the comments below

What you can doc identify a cause that resonates with you and start leveraging your network to raise money or awareness. Get started by reading Kanter's blog, which offers tips on identifying key influencers with large networks, telling stories, keeping real-time results on a reporting page and building social capital before you begin

Tweeting your campaign:



Replay & Learn More



Go to FastCompany.TV

FST@MPANY.TV



FAST COMPANY BLOG



Question 1

Big wide gestures can make you appear:

a) Approachable

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b) Deceptive

c) Untrustworthy

d) Animated



a) Fidgeting

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b) Containing hand movements

c) Inappropriate behavior

d) Repetitive gestures

Question 3

Gesturing as if you are holding a ball between your hands signals:

a) Bossyc) Friendliness

b) Facts at fingertips

d) Reserved



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KarenFriedman.com/PWD

Question 4

What does clasping your hands in a pyramid shape signal?

You answer...

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a) Arrogance c) Relaxed

b) Domineering

d) Nervous



A wide stance indicates:



c) Arrogance

b) Discomfort

d) Honesty



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Question 6

What gesture indicates openness and honesty?

a) Palms down
b) Head noddina
c) Palms Up
d) Smiling



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