



Karen Friedman

— ENTERPRISES —

CREATING COMPELLING COMMUNICATORS

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



FOLD

THE

PAPER

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”

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

28%

TEXTING



27%

CHECKING
EMAIL



19%

SURFING
INTERNET



17%

SLEEPING



Source: HARRIS POLL

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**
- **Clarify at next meeting**



ENDING MEETINGS

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



MULTIPLE M a b c d MANIA



Question 1

Big wide gestures can make you appear:

a) Approachable

b) Deceptive

c) Untrustworthy

d) Animated



Question 2

The term “the Clinton box” means:

- a) Fidgeting
- 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) Bossy
- b) Facts at fingertips
- c) Friendliness
- d) Reserved





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Question 4

What does clasping your hands in a pyramid shape signal?

You answer...

a) Arrogance

b) Domineering

c) Relaxed

d) Nervous



Question 5

A wide stance indicates:

a) Control

b) Discomfort

c) Arrogance

d) Honesty



Question 6

What gesture indicates openness and honesty?

- a) Palms down
- b) Head nodding
- c) Palms Up
- d) Smiling