

Group Process Facilitation

An Introduction

This presentation was prepared by ICA Colleague Jim Troxel and was delivered to graduate students at DePaul University and Northwestern University. Circa 2010.

Facilitation

Group Process

More suited for Organizational Change

Skill sets for strategic planning, problem solving groups, TQM, Six Sigma, offsite retreats, decision-making

From small groups to large settings

Probably at least 50% overlap in skill sets
But nonetheless an important differential
This presentation will err on “group process”

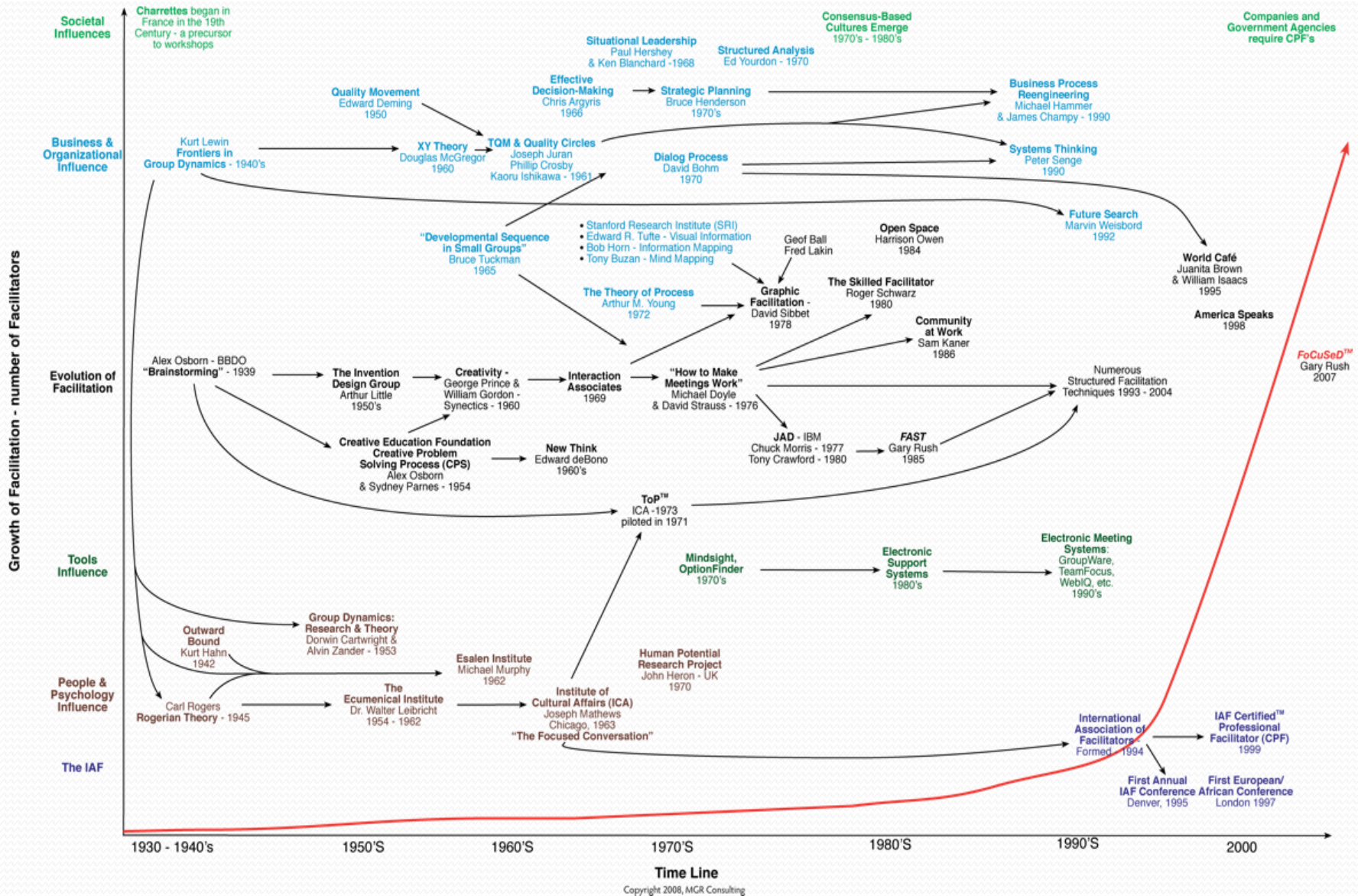
Adult Learning

More suited for Organizational Learning

Skill sets for training, team building, learning modalities, seminars, conferences, regular staff meetings

The Development of the Field

Events that shaped the Facilitation Profession



Group Process Facilitation

Today

- 1000s of practicing Facilitators; most are recent
- Facilitation is key in U.N. initiatives, America Speaks, and in helping developing countries
- Companies & government agencies requesting IAF Certified™ Professional Facilitators in their RFPs
- Increased recognition for role of “Facilitator”
- Some higher education institutions offering facilitation seminars (and degrees)
- PMI & ASTD include facilitation as core skills
- Many different types of techniques employed

International Association of Facilitators (IAF)

- 1700 IAF Members world-wide in 70 countries
- 750+ CPF's in 35 countries
- Forum for Facilitator discussions
- Database for tools and methods
- Actively promoting the value of the profession and the value of CPF
- Conferences in North America, Europe, Africa, Asia, and Australia

Facilitator Assumptions

In group deliberative processes:

1. Everyone has wisdom
2. We need everyone's wisdom for the wisest result
3. There are no wrong answers
4. The whole is greater than the sum of its parts = “Synergy”
5. Everyone will hear others and be heard

What clients look for:

Four basic capabilities should be sought in a facilitator:

1. Should be able to anticipate, soup-to-nuts, the complete problem-solving and decision-making process
2. Should use procedures that support both the group's social and cognitive processes
3. Should remain neutral regarding content issues and values
4. Should respect the group's need to understand and learn from the problem solving process

Facilitator Competencies

A. Create Collaborative Client Relationships

1. Develop working partnerships
2. Design and customize applications to meet client needs
3. Manage multi-session events effectively

B. Plan Appropriate Group Processes

1. Select clear methods and processes
2. Prepare time and space to support group process

C. Create and Sustain a Participatory Environment

1. Demonstrate effective participatory and interpersonal communication skills
2. Honor and recognize diversity, ensuring inclusiveness
3. Manage group conflict
4. Evoke group creativity

D. Guide Group to Appropriate and Useful Outcomes

1. Guide the group with clear methods and processes
2. Facilitate group self-awareness about its task
3. Guide the group to consensus and desired outcomes

E. Build and Maintain Professional Knowledge

1. Maintain a base of knowledge
2. Know a range of facilitation methods
3. Maintain professional standing

F. Model Positive Professional Attitude

1. Practice self-assessment and self-awareness
2. Act with integrity
3. Trust group potential and model neutrality

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