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# Effective Facilitation

"The Master doesn't talk, he acts. When his work is done, the people say,  
"Amazing: we did it, all by ourselves!"

*-Tao Te Ching*

"A facilitator is the custodian of the consensus process, a servant-leader  
whose purpose is to help the group make the best decisions possible."

*- B. Briggs*

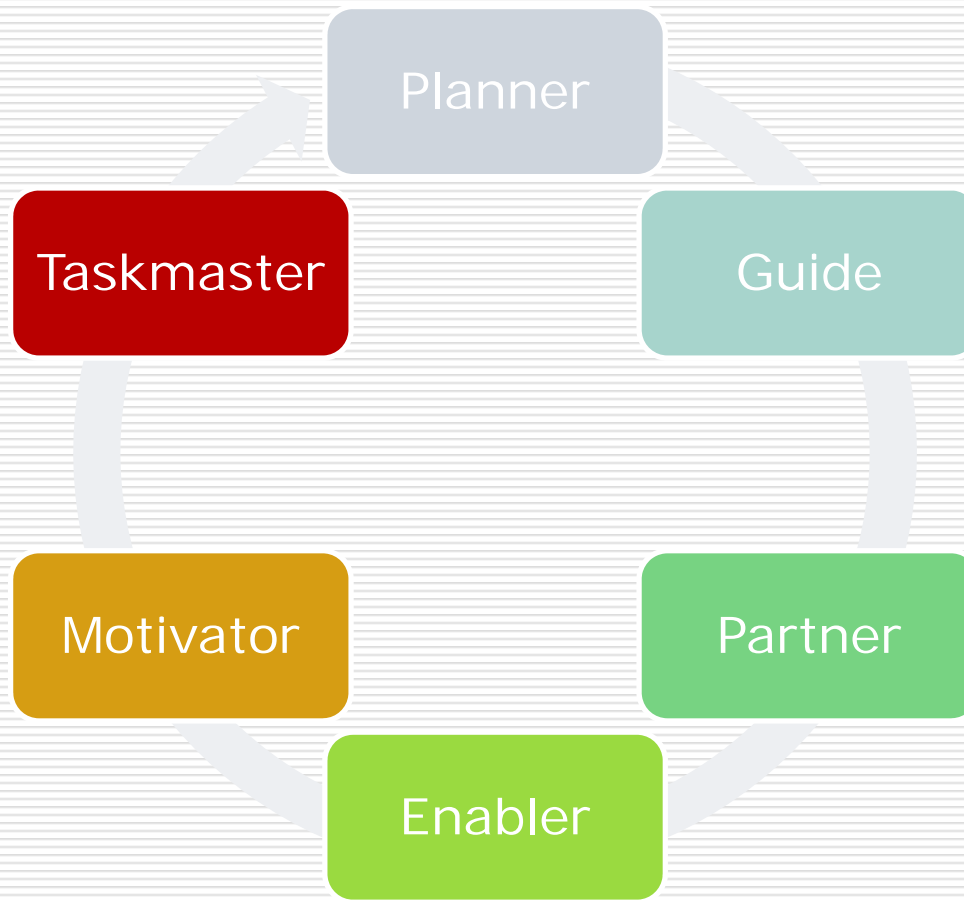
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# What is Facilitation?



# What is the Facilitators Role?

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# Planning the Session

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- Open or structured
- Participants

# Guiding the Session

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- Set ground rules
- Set scene
- Start
- Keep up energy
- Listen, engage and include
- Control

# Questions

Open

- Developing an open conversation
- Finding out more detail or opinion

Closed

- Testing your understanding, or the other person's
- Concluding a discussion or making a decision

Probing

- Gaining clarification to ensure you understand
- Drawing information out of people

Leading

- Getting the answer you want but leaving the other person feeling that they have had a choice

Rhetorical

- Engaging the listener

# Tool 1: Round Robin Brainstorming (Verbal)

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What breakout topics would you  
like to see in the future?

# Debrief: Round Robin

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- What are the advantages?
- What are the disadvantages?



# Tool 2: Brainwriting

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*Silently* expand on someone else's idea from Round Robin.

# Debrief: Brainwriting

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- What are the advantages?
- What are the disadvantages?

# Have Ideas...What's Next?

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# Tool 3: Affinity Diagram

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Organize the ideas.

# Debrief: Affinity Diagram

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- What are the advantages?
- What are the disadvantages?

# Tool 4: Modified Borda Count

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Prioritize categories.

# Debrief: Modified Borda Count

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- What are the advantages?
- What are the disadvantages?

# Tool 5: Starbursting

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# Debrief: Starbursting

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- What are the advantages?
- What are the disadvantages?

# Conclusion

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