

Facilitation skills for library professionals

BCLA pre-conference workshop

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Vancouver Public Library



BRITISH COLUMBIA
SECURITIES COMMISSION

[The who and the what]

- About Anne & Laura
- About this workshop
- The end goal

[Agenda... part one]

- Introductions & ice breaker
- Facilitation fundamentals
- Setting the stage
 - Exercise one
- Creative processes
 - Exercise two
- Break

[Agenda... part two]

- Structured processes
 - Exercise three
- Decision-making processes
 - Exercise four
- Tips for smooth sessions
- Wrap-up

[Introductions]

- Introduce yourself
 - Name
 - Organization
 - Interest in facilitation
 - What you hope to take away from this workshop

[Ice breaker]

- Find common ground

[Groups]

■ Chardonnay

- Beth
- Rosie
- Tamarack

■ Gewurztraminer

- Fay
- Michelle

■ Merlot

- Trish
- Lynne
- Emma

■ Pinot

- Heather
- Karen
- Ursula

■ Vigonier

- Anne
- Iona
- June

[Common ground]

- What interesting connections have you found?

[Facilitation fundamentals]

- What is facilitation?
- How is it different from presenting?

[Basic facilitation rules... part one]

- Set out roles and limits
- Be transparent when you change roles and when the session changes gears
- Take responsibility for the process, timing, and setting

[Basic facilitation rules... part two]

- Be flexible and adaptive
- Stay neutral
- Give time and space
- Listen actively

[Continuous improvement]

- Peer evaluation
- Co-facilitation

[Setting the stage]

- Begin by identifying
 - Purpose
 - Profit
 - Process
 - Roles
- Lay out any ground rules

[Exercise one]

- Create a PPR statement to facilitate a session on

Marketing electronic services

Finding creative funding sources

Educating users on your services

Developing new service models

...we'll use these later in the workshop

[Creative processes]

- What they're good for
- When to use them

[Examples]

- Brainstorming
- Sticky note brainstorming
- Mindmapping
- Scamper
- Random entry

[Sticky note brainstorming]

- Quick technique for gathering lots of ideas
- Individuals write down ideas on sticky notes and then post notes in themes
- Good for visual participants, stimulating creativity, and anonymity

[Brainstorming tips]

- Don't judge or criticize
- The crazier the better
- Quantity over quality
- Build on and steal from others
- Stay focused on the topic
- Encourage people to use “-ing” words

[Exercise two]

- Break into your groups and decide on roles
 - Facilitator
 - Peer evaluator (also a participant)
 - Participant(s)
- 25 minute mini-session

[Sticky note brainstorming]

- How was the process to facilitate?
- How was it to participate?
- Any take-away lessons?
- Any thoughts on how to use this process in the real world?

[After the break...]

- More practice with facilitation through
 - Structured process
 - Decision-making process
- What to do if...
 - Tips for dealing with hostile people, personality conflicts, and other sticky situations

[Structured processes]

- What they're good for
- When to use them

[Examples]

- Issue analysis
- Three-stage problem solving model
 - Finding the real problem
 - Evaluating options
 - Making decisions

[Issue analysis]

- A good process to consider **all** parts of an issue and prioritize components for further exploration
- Participants work through brainstorming, identifying themes, prioritizing, and deciding on future steps

[Exercise three]

- Break into your groups and decide on roles
 - Facilitator
 - Peer evaluator (also a participant)
 - Participant(s)
- 40 minute mini-session

[Issue analysis]

- How was the process to facilitate?
- How was it to participate?
- Any take-away lessons?
- Any thoughts on how to use this process in the real world?

[Decision-making processes]

- What they're good for
- When to use them

[Examples]

- Impact/effort grid
- SWOT analysis
- Quick alternative rankings/Instant priorities

[Quick alternative rankings]

- A fun way to rank alternative solutions or prioritize items
- Participants work individually to make quick preference decisions about options, then bring their rankings into the larger group

[Exercise four]

- Break into your groups and decide on roles
 - Facilitator
 - Peer evaluator (also a participant)
 - Participant(s)
- 15 minute mini-session

[Quick alternative rankings]

- How was the process to facilitate?
- How was it to participate?
- Any take-away lessons?
- Any thoughts on how to use this process in the real world?

Tips for smooth sessions...

part one

- Emulate the Boy Scouts
- Realize it's not about you
- Make it fun
- Stay loose... but control the flow
- Get people involved early

Tips for smooth sessions...

part two

- Create a parking lot
- Open the airspace
- Contain negativity
- Allow room for re-cap
- Embrace the power of the PPPN

[Wrap-up]

- Final thoughts

[Contact us]

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