Facilitation skills for library professionals
BCLA pre-conference workshop
April 22, 2010
Anne O’Shea & Laura Matheson
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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