



Facilitation Techniques in the Real World: Role-play and Feedback Session

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Presented by

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Agenda / Learning Objectives



- Facilitation BRIEF Overview
- Facilitation Role Play and Debrief



Facilitation Overview

Facilitation – Defined



The act of providing unobtrusive, objective guidance to a group in order to collaboratively progress towards a goal.

GOAL OF FACILITATION:

- Full and equal participation
- Mutual understanding
- Inclusive and collaborative decision making
- Shared responsibility

Facilitator – Defined



- Manage the group
- Always be listening
- Create an inviting and safe space
- Welcome improvisation
- Be authentic to you and your knowledge
- Avoid giving advice
- Embrace constructive conflict

Key to this role:

- Only expertise needed is facilitation skills
- Knowledge drawn from the group and shared
- Facilitation is a skill / art – not a science

Facilitator – Responsibilities



- Standard-setters for the discussion and environment
- Plan out the process
- Responsible for articulating the purpose of the discussion
- Use various techniques/tools to keep the discussion moving
- Responsible for paying attention to group behaviors
- Ensure decisions are made democratically/ all are involved
- Relaxed and have a sense of humor, when needed

Facilitating the Process:



- Start on time
- Welcome, thank everyone
- Make introductions
- Review agenda, objectives, and ground rules
- Encourage participation
- Stick to the agenda
- Seek commitments
- Bring closure to each item
- Summarize results and follow-ups



Facilitation Role Play



Roleplay: Ground Rules

- Safe space—it is ok to make mistakes
- Time to practice, not worry about perfection
- Take on the role of one of the standard type of facilitation participants
- Improvise details needed to keep the conversation going
- Have fun!

Facilitation Role Play

Groups of 3 – 3 Rounds



- We will model opening and closing the facilitation
- Each person will have an opportunity to facilitate the discussion
- Non-facilitator will choose a standard type of participant to play in the facilitation
- ROUNDS:
 - 7-minute facilitation
 - 3-minute small group discussion / reflection / feedback

Standard Facilitation Participants



- They know everything
- They came to argue
- They are quiet and shy
- They love to talk
- They are new to the topic

Roleplay: Community Garden



- Your community is interested in starting a community garden
- You have been asked to facilitate a small group discussion about the possible community garden
- Goal: each person plays the role of facilitator for one of the rounds
- Topics that may come up during this facilitation
 - What is going to get planted?
 - Who is going to do the work?
 - Where should it be located?
 - Who gets control over making the signs for the garden?



Time to facilitate!

OPENING THE FACILITATION:

Welcome / Intros / Process Review



- Facilitator welcomes the group to the space
- Each person introduces themselves to the group – make sure to include pronouns
- Facilitator should start off intros to model the introduction for the group
- Facilitator gives an overview of the process
- Facilitator expresses the safe space they are aiming to create
- Open to group members to share why they are attending (what is their interest in the community garden)

FACILITATE!

Open Discussion on the Community Garden

- Facilitator guides a discussion on the issue of a community garden
- Try to ensure everyone has an opportunity to speak
- Role players keep your sharing short due to time limitations
- Goal to generate possible ideas for the community garden
- As a reminder, topics that may come up during this facilitation
 - What is going to get planned?
 - Who is going to do the work?
 - Where should it be located?
 - Who gets control over making the signs for the garden?



Standard Facilitation Participants



- They know everything
- They came to argue
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**CLOSE THE FACILITATION:
Turn Ideas Discussed into Action Items and
Review Next Steps and Wrap-Up**



- Facilitator reviews discussion so far and helps participant outline next steps
- Reminder – you are a guide and not deciding next steps
- Facilitator will review next steps with participants to ensure commitment
- Ensure next steps are time sensitive and assigned to a member of the group
- Set next facilitation, if needed



Large Group Discussion Reflection

Good luck in your future facilitations!



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Dispute Resolution Institute's (DRI) mission is to help people in conflict find common ground, resolve disputes, and reach agreement.

Dispute Resolution Institute, Inc. - "Helping people find common ground."