A great facilitator – FACILITATES
A guide to Fantastic Facilitation
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Think & Ink
What do you hope to get from this session?
I want to understand **Facilitation**, so that I can better support events & meetings for my team & organization!

**facilitator**

*a person or thing that makes an action or process easy or easier.*

https://www.dictionary.com/browse/facilitator?s=t
Shout Out
(in our case type in chat!)

What are the characteristics of a good facilitator?

11 Steps to Fantastic Facilitation...

Focus
Agenda
Conductor
Impartial
Listening
Identify Cause
Timebox
Active
Therapist
Energetic
Safety
1. **Focus on the Meeting / Event Goal**

**Focus**

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**ELMO**

Enough – Lets Move - On

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**PIP**

Park-It-Pig
# 2 Agenda

What's the impact of a bad agenda?

What's the impact of a good agenda?
OUR AGENDA:

• Level 10 Leadership
• Monthly Team
• Weekly Team

Segue
What have you accomplished this week?
What were your highs?
What were your Lows?
What are your roadblocks
What are your goals for next week?
3. You are the Conductor

Body Language
Read the Room

4. Make sure you are Impartial
5. **Listen**

........ to give attention with the ear; attend closely for the purpose of hearing

- Paying attention
- Reflecting
- Clarifying
- Summarizing
What Type of Listener?

- The Active Listener
- The Inactive Listener
- The Selective Listener
- The Rushed Listener
6. **Identify the root cause**

**5 WHYS**
7. **Timebox**
• Stick to the timebox
• Start & End on Time
• Keep everyone focused on the time remaining
8. Actively Engaged

If you can move around the canvas and click on sticky notes or any of the other items on the left side options, you’re all set to use Mural in class! 😊

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Discuss Group

http://www.braintrustgroup.com

LEARNED

If impending travel issues, consider switching flights - essential personnel in even earlier

Test Card

Restrict winning keys more so someone wins it day 2?

LIKED

The energy of our booth - the keys, the wheel

Having different things on the wheel for the HAPPY HOUR

Having TBCG team present sessions

LACKED

Would have liked consistent shirts - but that's just me!

We needed extra supplies for the wheel

Sales free to "sell" while others just do flow + logistics

LONGED FOR

Probably need a double booth next time?

Team Dinner

Vendors @ Monday Mingle

Pitch CALI and II

More people at booth during busy times to catch the quality conversations

Keys on lunch chairs brought lots of traffic to the booth +1

People will not do a key hunt, but they loved the keys on their chairs during lunch

The clicks of the wheel brought a bunch of people by the booth and we received a ton of compliments about being the most fun booth +1

Posts on the app brought people into Kate and Brian's session to keep them aware.

Be the Fun Sponsor

Give reasons to come to our booth

The amount of social activity on the SA app. We had more social activity on the app than any other company :) +1

System to talk to every single person that came to booth

Shirts with our promo #BTPhotoBooth

More people at booth during busy times to catch the quality conversations

Higher Quality Conversations - partly due to no space and needing to move people along

prize wheel prizes - maybe 20 US cards per pack so they go further

stickers on prizes that can be bought on amazon

Webcams On & Segue Questions
Incorporate Movement
Stand & Stretch
Music & Dance Party

9. You are the therapist for the group
group dynamics

.......... the interactions that influence the attitudes and behavior of people when they are grouped with others through either choice or accidental circumstances

https://www.dictionary.com/browse/group-dynamics?s=t
What Causes Poor Group Dynamics?

1. Weak leadership
2. Excessive deference to authority
3. Blocking
4. Groupthink
5. Free riding
6. Evaluation apprehension

https://www.mindtools.com/pages/article/improving-group-dynamics.htm

Blocking Roles

- The aggressor: this person often disagrees with others or is inappropriately outspoken.
- The negator: this group member is often critical of others' ideas.
- The withdrawer: this person doesn't participate in the discussion.
- The recognition seeker: this group member is boastful or dominates the session.
Body Language

# 10 Energy
Its infectious!
# 11. Safety

Psychological safety

The belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.

Amy Edmondson
Harvard Business School Professor
Lessons Learned / Retrospectives

- Vegas Rules
- No Minutes
- Team Only - No Visitors

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# BRAINTRUST OFFERS FREE OPPORTUNITIES TO EARN SEUs

braintrustgroup.com/resources

<table>
<thead>
<tr>
<th>CERTIFICATION (TWO-YEAR TERM)</th>
<th>SEUs Required</th>
<th>Free Per Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundational: CSM®, CSPO®, or CSD®</td>
<td>20</td>
<td>$100</td>
</tr>
<tr>
<td>Advanced: A-CSM℠, or A-CSPO℠</td>
<td>30</td>
<td>$175</td>
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<tr>
<td>Professional: CSP℠-SM, CSP℠-PO, or CSP℠</td>
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<td>$250</td>
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For additional information, visit
scrumalliance.org/get-certified/scrum-education-units

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