

Fantastic Facilitation Webinar

Facilitation



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Zoom Chat

What did you hope to get out of today's session?



WHY FACILITATION?

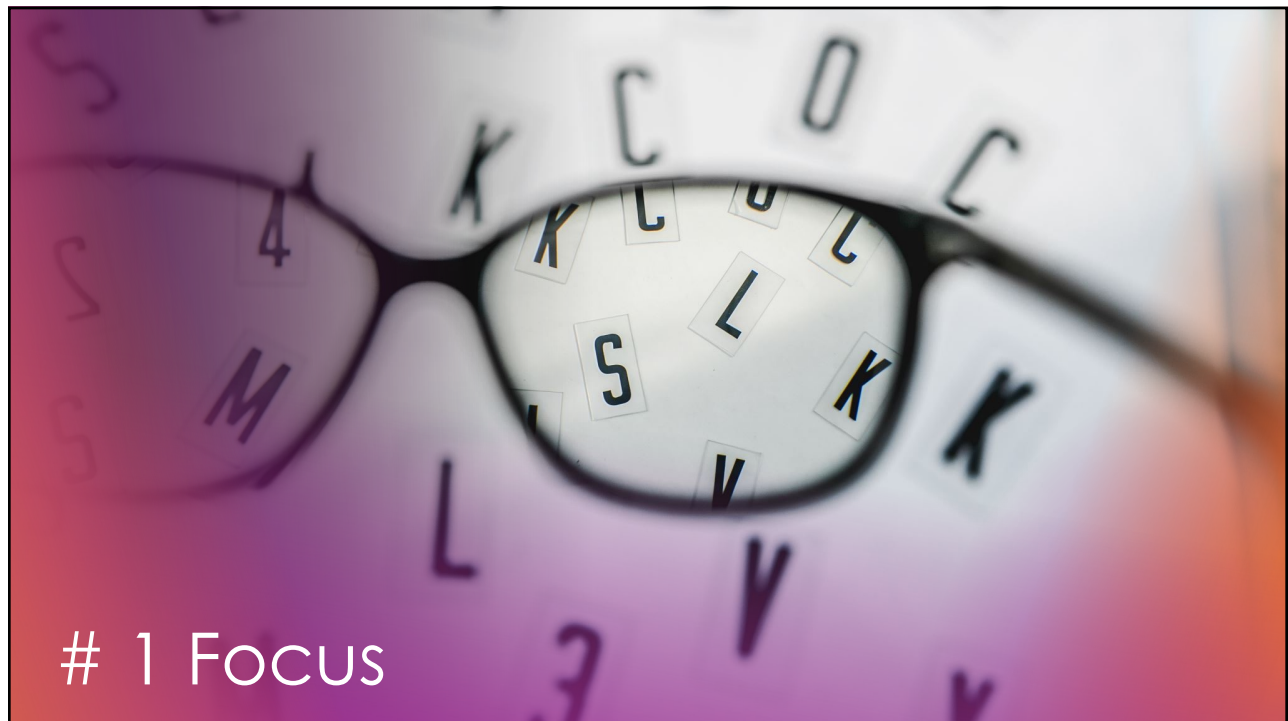
2023 - Scrum Alliance introduced Agile Coaching Skills – Certified Facilitator (ACS-CF)

← words we hear repeatedly at our training & events!

We are passionate about maximizing attendee participation and learning in any event!

- **F**ocus
- **A**genda
- **N**eutral
- **T**imebox
- **A**ctionable
- **S**hare
- **T**rust & Safety
- **I**nteractive
- **C**lose

FANTASTIC Facilitation





Begin with a POWER start, helping to set the scene for your meeting:



ELMO & Rabbit Holes

Keeping
events
outcome
orientated.....



2 Agenda

Agenda

KATANU OPERATIONS CALL AGENDA

Location: Zoom (Virtual) – Zoom Info

Date: 6/12/23 Time: 3:00 – 3:30 PDT

Facilitator: Kate Attendees: Anu, Doug & Laura

Agenda Items

Start Time – End Time	Description
3:00 – 3:05	Team Check-in
3:05 – 3:15	Review Action Items from last week Agenda Items for this week. <ul style="list-style-type: none"> - CSM / CSPO Filers for Univ - Updated Graphical Organizers - Create facilitation filer. - Eventbrite Account - ???
3:15 – 3:20	
3:20 – 3:45	Discuss Agenda Items

Additional information: Filers to review are in the projects/shared dropbox folder.

Visual Agenda

Visual Agenda

Learning Objectives

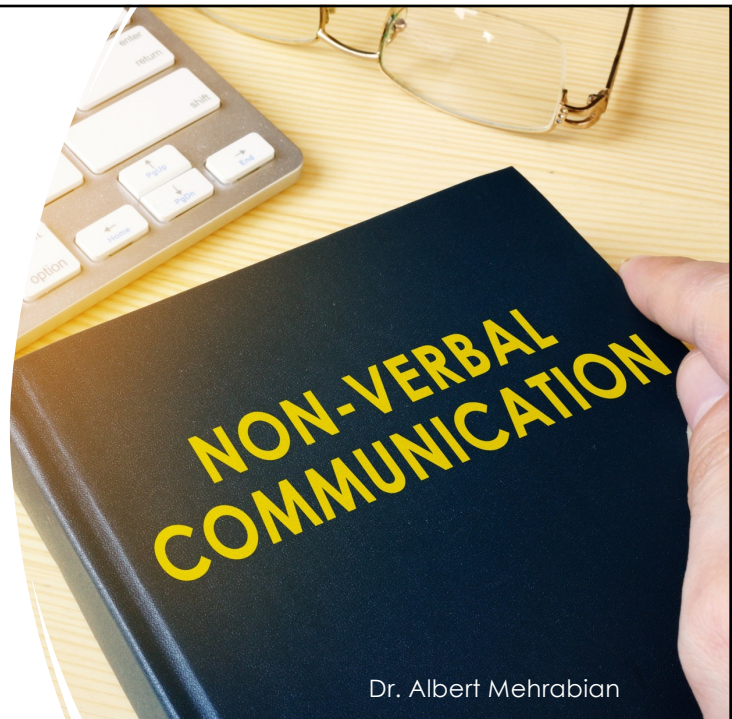
To Do	Doing	Done
<p>Setting the Stage</p>		
<p>Understanding the Group's Context and Needs</p>		
<p>The Orientation of a Facilitator From the Front</p>		
<p>The Orientation of a Facilitator From the Back</p>		
<p>The Orientation of a Facilitator From the Inside</p>		
<p>Facilitating Through Conflict</p>		

#3 Neutral



7-38-55 Rule

- **7%** Verbal communication
- **38%** Voice Tonality & Facial Expressions
- **55%** Body Language



Dr. Albert Mehrabian



Timebox

- Start & End On Time
- Stick to the Time Box & Agenda
- Consider Meeting Duration
- Keep Everyone Focused on Time Remaining



TIME TIMER®



Make Use of a Parking Lot



5 Actionable

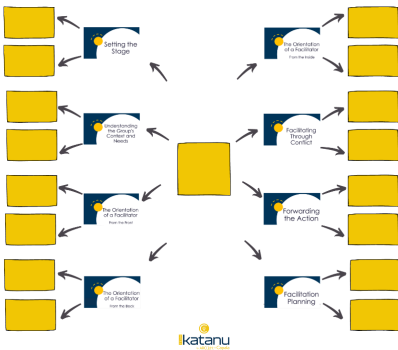


Zoom Chat

Who should take meeting Action Items?



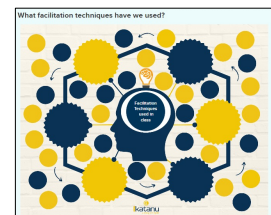
Section Closeout



Action Items

1. What did you learn that you did not know before from this section?
2. Identify two things you will do differently?

Facilitation Techniques



SMART GOAL WORKSHEET

SMART GOAL SETTING

e

S
Specific What's the goal?

M
Measurable How will you keep track of your progress? How will you measure it?

A
Attainable What is needed to achieve the goal? Think of time, skills, etc.

R
Relevant How will this goal help your organization?

T
Time-Bound When will this goal be achieved? Set a start and finish date.

SMART goals

Goal: Date:

S	Specific Who? What? Where? When? Why?	
M	Measurable What data will measure the goal? How much/well?	
A	Achievable Is the goal doable? Do you have the foundation?	
R	Relevant How does this goal align with your broader goals?	
T	Time-Bound What is the time frame for this goal?	



Popcorn

Welcome Back - Day 2

1. Hat / Headgear
2. Liked OR Learned OR Surprised you



LIKED

Connections conversations, fun	POWER	The Facilitation exploration	
The team I'm in and all the book resources	The		Facilitating in the Emergent - Divergent - Emergent Zones
Class engagement	Fun & Engaging	How the class is run/activities	The "back from break" activities
Meeting everyone	The class engagement		Open and honest discussions
Great group			

LEARNED

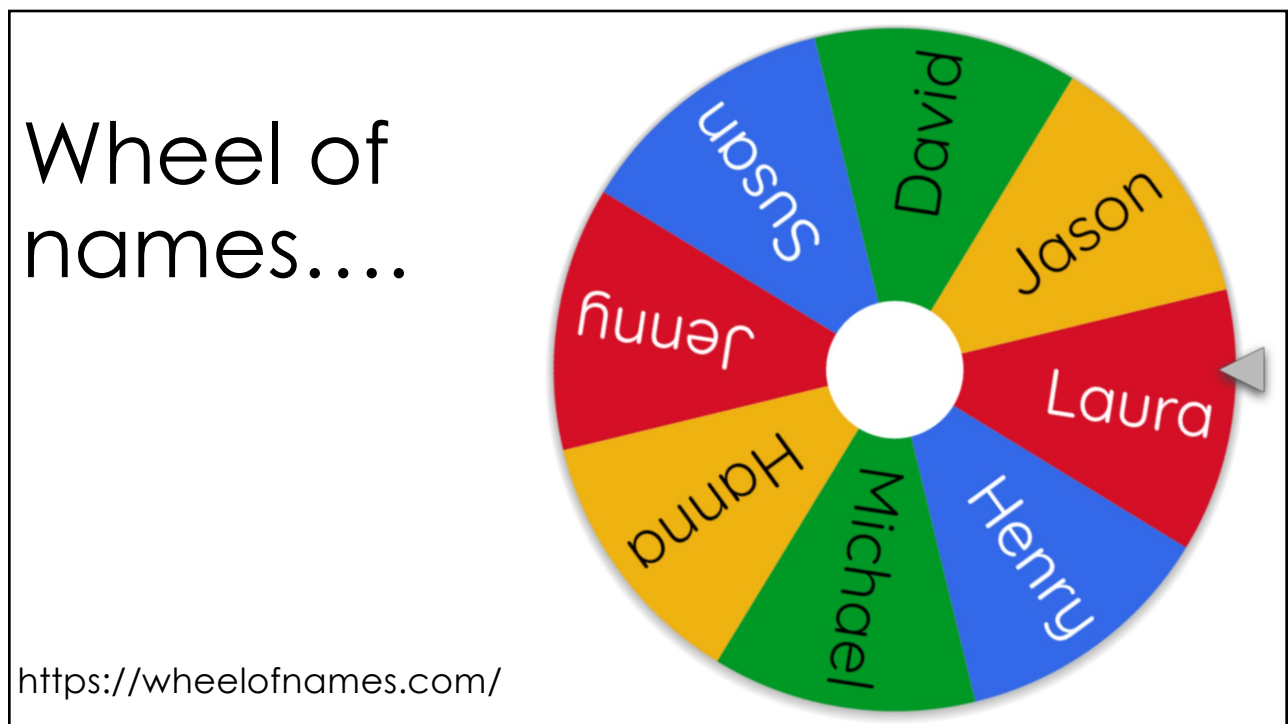
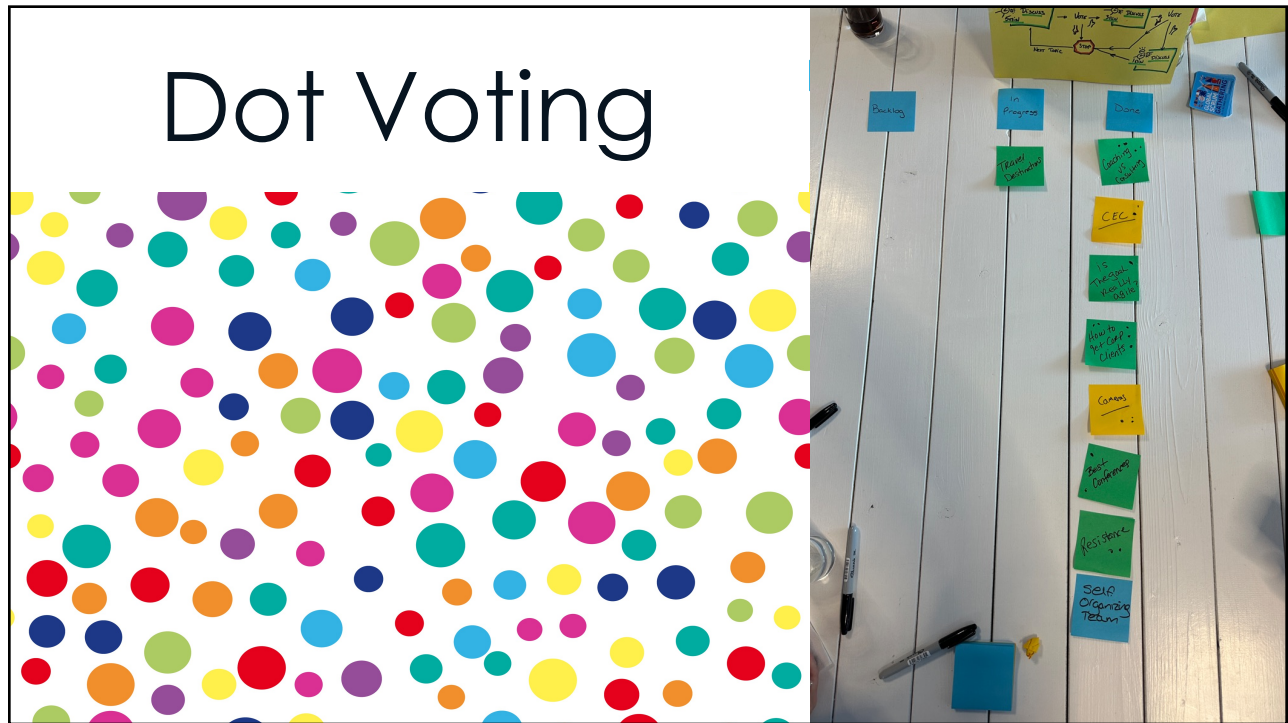
Don't wear multiple hats!	POWER	Easy to apply	Facilitators Mindset change
POWER planning	Keep Facilitation Separate from Coaching	The different zones	POWER planning
	POWER	That facilitation and coaching are related but not the same	Power
Stances	POWER		
		Easy to apply in everyday situations	
POWER			

SURPRISED ME

POWER What is in it for me	Can't take notes as a facilitator	Divergent Emergent Diamond	
If team can't decide, still in green zone	Agendas don't have to be boring	Can't take notes and facilitate	Facilitation is not PM
How many facilitators techniques there are	When you're presenting content, the facilitator uses facilitator		
With the right level of interaction can be engaged with	Can't participate while facilitating		
If you have hats, how can you facilitate?			
I'm not too far off from being a good facilitator			



Talking Stick & Sand Timer





9 signs and symptoms that your employees don't feel psychologically safe....

1. Employees don't ask many questions during meetings.
2. Employees don't feel comfortable owning up to mistakes or place blame on others when mistakes are made.
3. The team avoids difficult conversations and hot-button topics.
4. Executives and team leaders tend to dominate meeting discussions.
5. Feedback is not frequently given or requested.
6. Employees don't often venture outside of their job descriptions to support other teammates.
7. Employees don't ask one another for help when they need it.
8. There are hardly any disagreements or differing points of view.
9. Employees don't know one another personally, just professionally.

<https://www.predictiveindex.com/blog/how-to-measure-psychological-safety/>

8 Interactive Activities



Consistent Agenda

Do people need time to think ahead or add data to the board (MURAL)

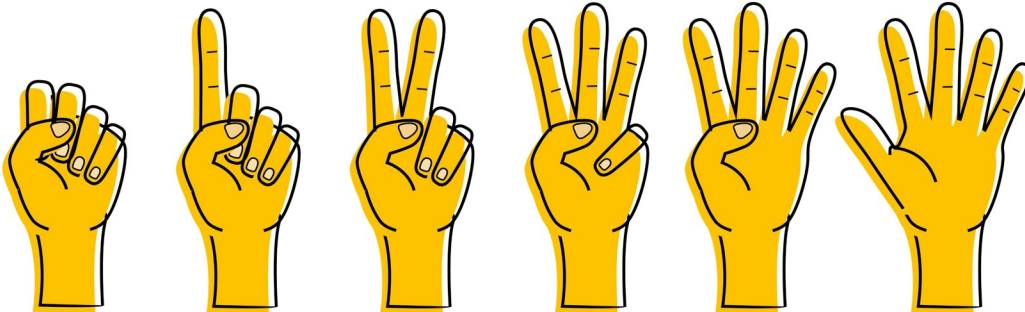
Do we need an appreciation tree

Different Activities

- Scoring
- Matching
- Words & Images Exercises
- Fill-in the blanks quiz
- Create Acronyms e.g. Fantastic!



Fist of Five



Was this worth your time?

1. **Definitely not.** A waste of my time.
2. **Not really.** Useful, but not worth all of time.
3. **Somewhat.** I gained enough to spend my time on it.
4. **Mostly.** I gained more value than the time spent on it.
5. **Absolutely.** I gained a lot of value, and it was absolutely worth my time.

<https://www.teamretro.com/return-on-time-invested>

- Review the agenda and objectives
- Capture Action Items and decisions made
- Clear the parking lot and open issues
- Let the group commit to actions
- Agree on the next steps
- Inspect & Adapt



ONE WORD

1 word that describes today for you?

LIKED

LEARNED

SURPRISED ME

Retrospect the Event

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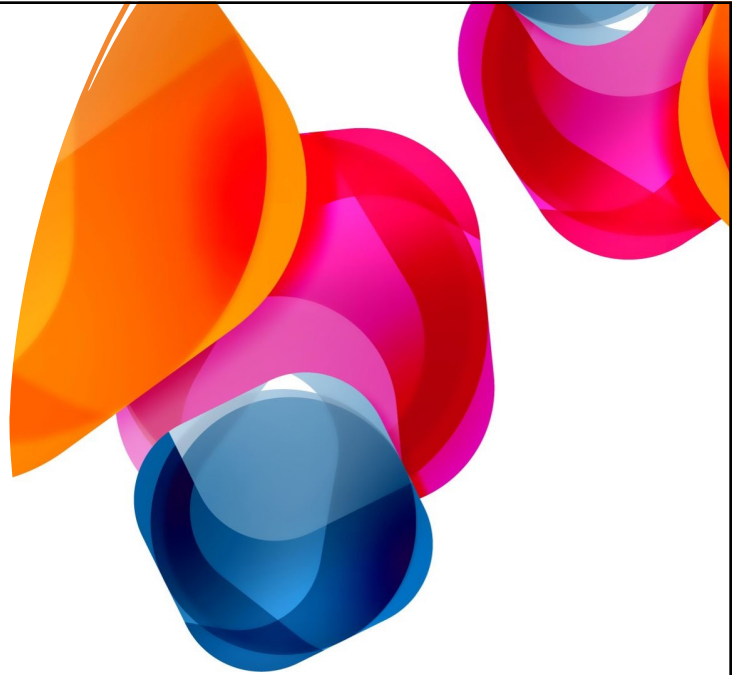
Ticket Out!

- Chat Window
- What is at least one thing you will be doing differently going forward?



Upcoming Team KatAnu Facilitation Classes

July 9-10, 2024
August 14-15, 2024
September 9-10, 2024
October 16-17, 2024
November 4-5, 2024
December 5-6, 2024



Connect with Team KatAnu

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