

Put the Fantastic Back in Facilitation - 11 Techniques to Great Facilitation!

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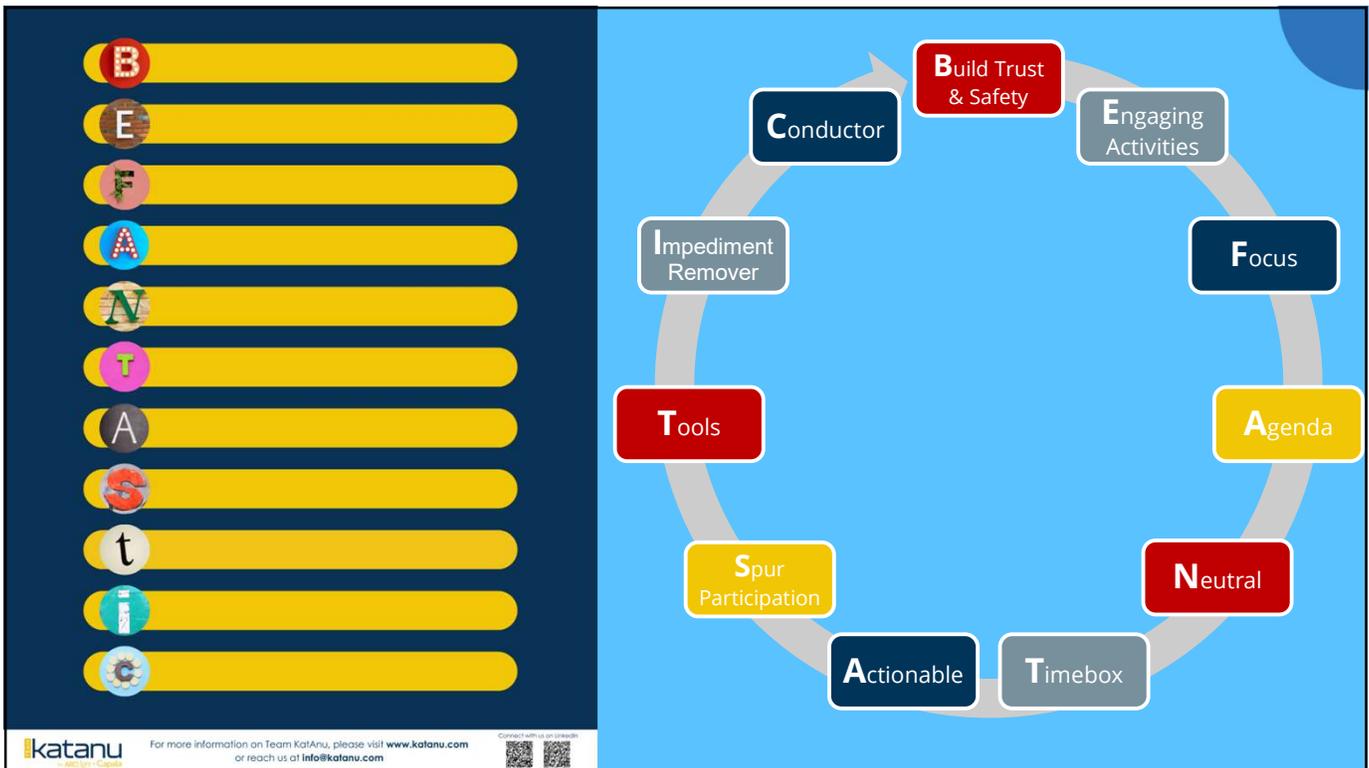
AKA Team KatAnu



<https://katanu.com/>

Table "Poster"

What are the characteristics of a good facilitator?



Build Trust & Safety



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menti.com
ENTER THE CODE
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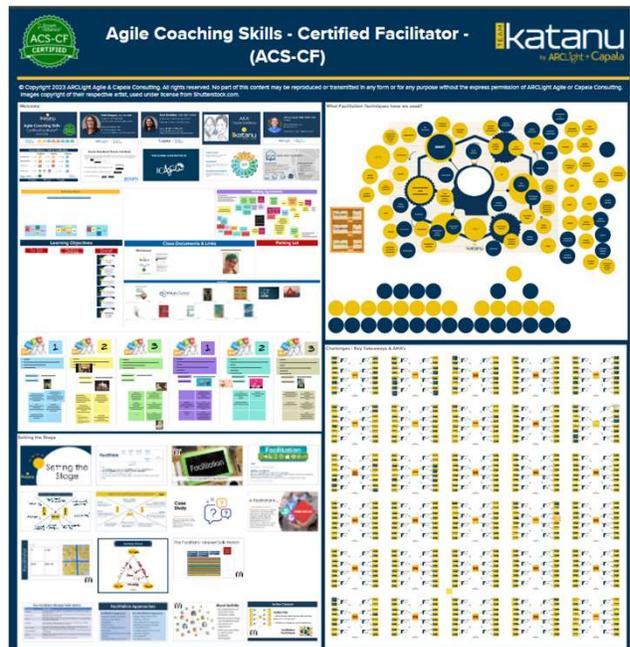
When Harvard Business School professor Amy Edmondson originally coined the term “psychological safety,” she used the following set of questions to measure it:

Mentimeter
Exercise



1. If you make a mistake on your team, is it held against you?
2. Are you able to bring up problems and tough issues?
3. Do people on the team sometimes reject others for being different?
4. Is it safe to take a risk?
5. Is it difficult to ask other team members for help?
6. Do people on the team deliberately act to undermine your efforts?
7. Are your unique skills and talents valued and utilized?

Engaging Activities



The screenshot shows a MURAL board with several panels:

- Backlog**: A Kanban board with columns for 'Backlog', 'Doing', and 'Done'. Items include 'Points & Scorecard', 'Eng Team', 'Team Check-in', 'Facilitation Check-in', 'Staff as needed', and 'Relations'.
- If I Were An Animal**: An activity where participants choose an animal and explain why. It includes instructions: "1. Find a box and write your name", "2. Insert a picture of your chosen animal", "3. Write at least 1 reason for your choice".
- Scorecard**: A dashboard titled "The Brainstorm Consulting Group Weekly Scorecard" with various charts and data points.
- Engineering Tribe**: A large yellow rectangular area.
- Sales Tribe**: A large green rectangular area.
- Training Tribe - Trainers & Facilitators**: A red panel listing facilitators and their roles: "Zoom / MURAL overview", "Segues & Debrief", "Timers", and "Music". It also notes: "In addition to the normal attendance, multiple groups and keeping the trainers timing on track for breaks".
- Appreciation Tree**: A large tree graphic with red circles containing names or notes, used for recognition.

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. BE Fantastic!

The screenshot shows a MURAL board with several panels:

- Agile Principles**: A panel with text and a landscape image.
- Scrum & Agile**: A panel with a flowchart diagram.
- Scrum Master Scenario**: A panel with text and a diagram.
- Scrum Simulation**: A panel with a bar chart and a map of Italy.
- Project Management**: A panel with a Gantt chart and a list of tasks.
- BE Fantastic!**: A panel with text and a list of items.

1
5

Outcome v's Output

INPUT
output
outcome
IMPACT

Table Talk

What does a facilitator need to do to keep their event outcome focused?



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

P

Purpose:
define why
you're all
here

O

Outcome:
explain what
you want to
get out of
the meeting

W

**What's in it
for me:** help
people to
understand
what they'll
get from the
meeting

E

Expectations:
define how
everyone
should
engage
during the
session

R

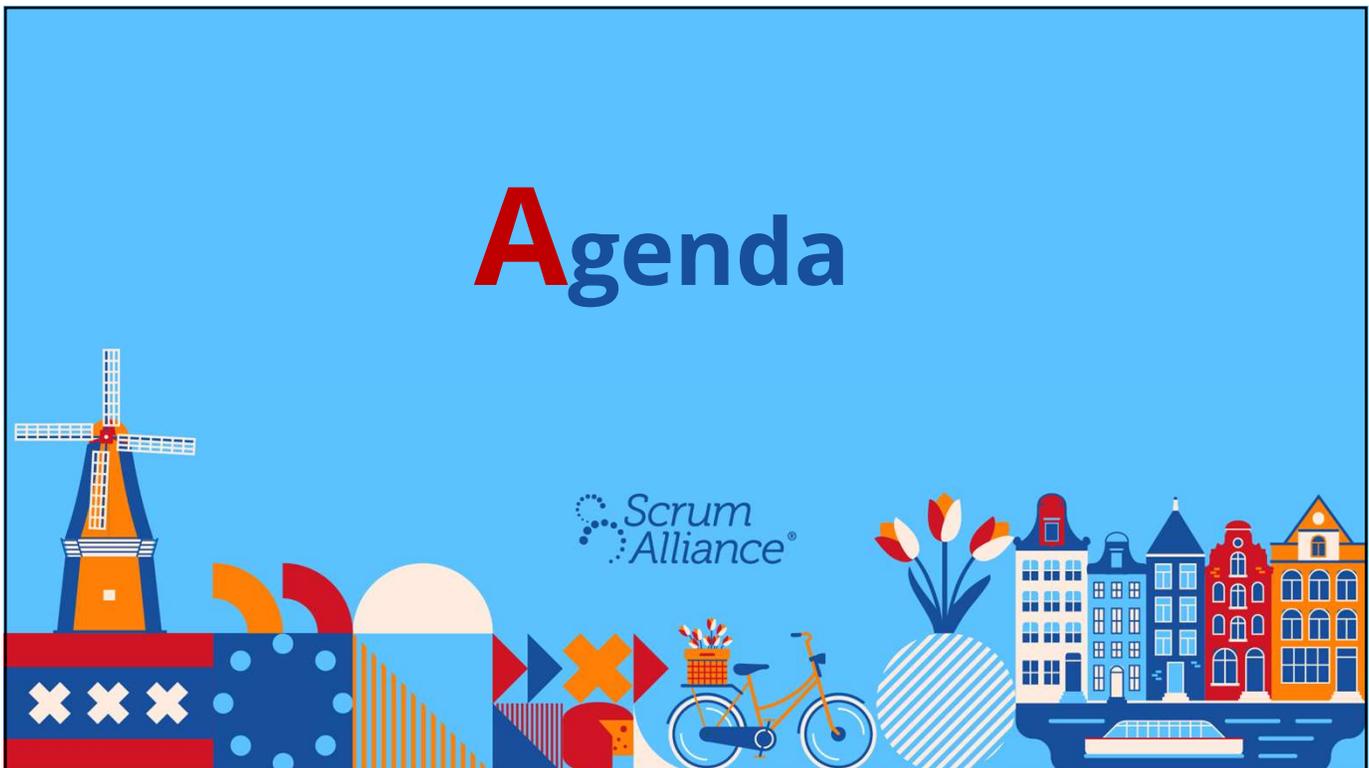
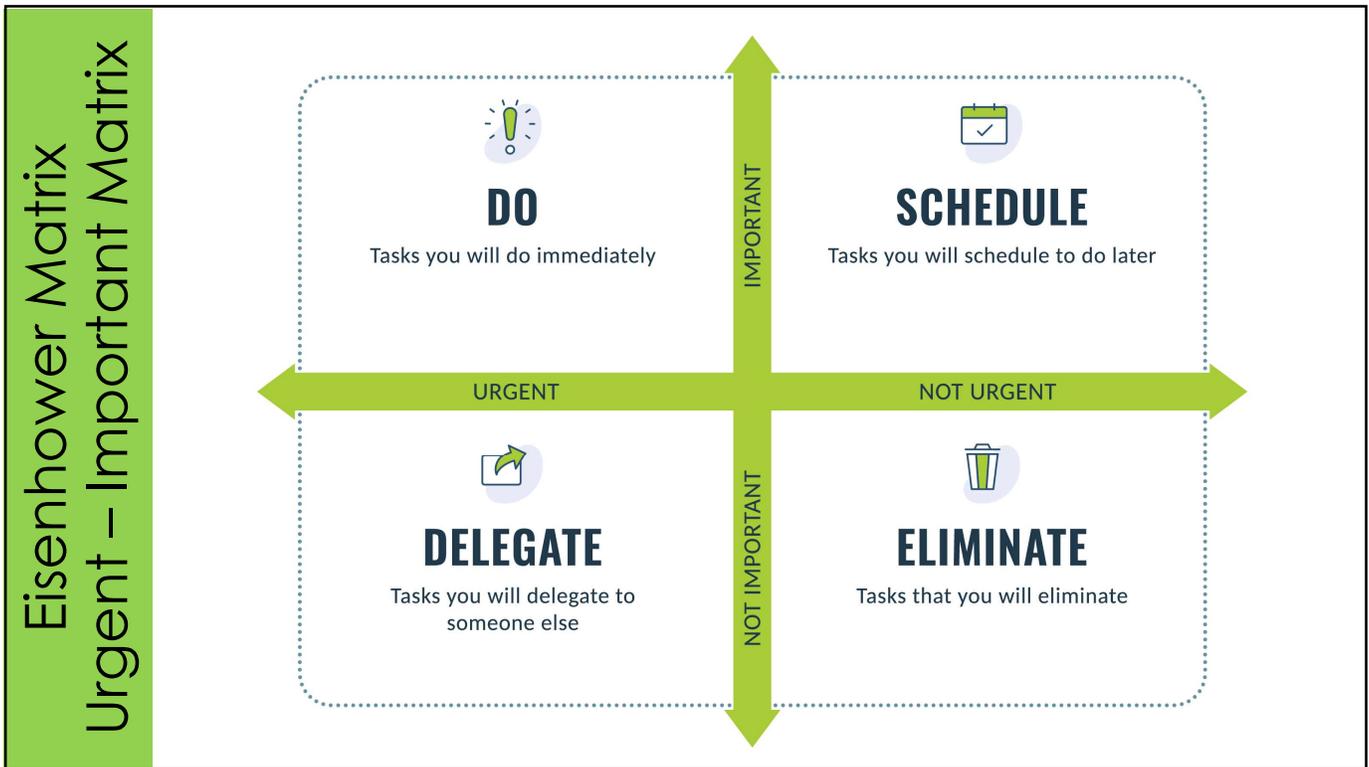
Roles: be
clear as to
who does
what in the
meeting

Created by Agile Coaching Institute

ELMO & Rabbit Hole

Keeping
events
outcome
orientated.....





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.
3:15 – 3:20	<ul style="list-style-type: none"> - CSM / CSPO Filers for Univ - Updated Graphical Organizers - Create facilitation filer. - Eventbrite Account - ???
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

Setting the Stage

Understanding the Group's Context and Needs

The Orientation of a Facilitator From the Front

The Orientation of a Facilitator From the Back

The Orientation of a Facilitator From the Inside

Facilitating Through Conflict

Neutral



Conscious & Unconscious Bias

- Recognizing Conscious Bias
- Find ways to identify your Unconscious Bias
 - How do you identify your bias & what do you do with it?

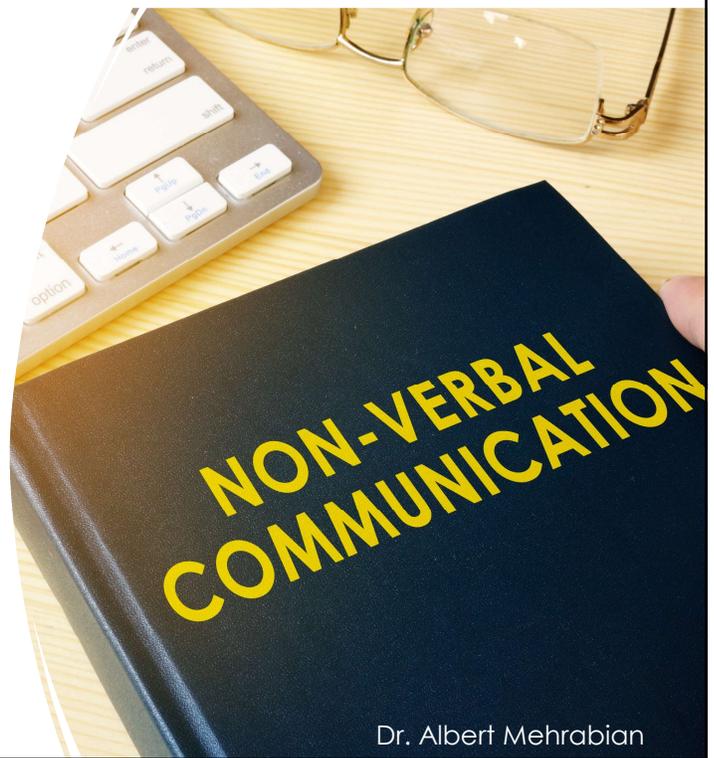


Bias

If you recognize your bias,
you can be judgement free!

7-38-55 Rule

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

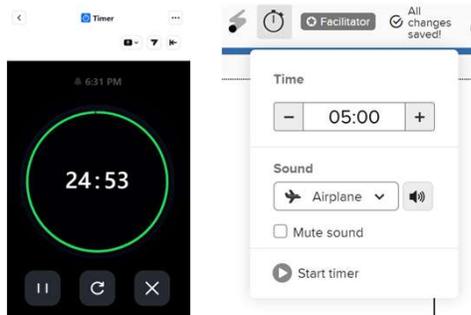


Dr. Albert Mehrabian

Timebox



Make sure it's timeboxed & you have regular breaks



Pair or Triad

People from a different table. Share what you've added to your graphic organizer so far.

- B** Build Trust
- E** Engaging Activities
- F** Focus
- A** Agenda
- N** Neutral
- T** Timebox
- A**
- S**
- t**
- i**
- C**



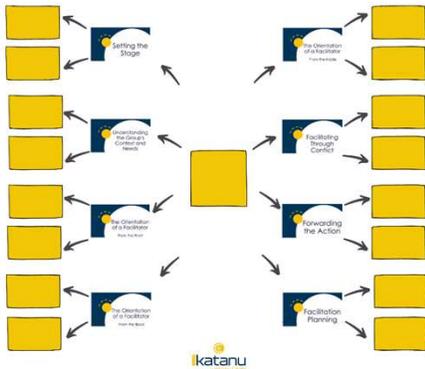
Actionable



Table Talk:
Why is it
important to
have Action
Items?



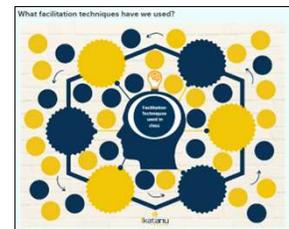
Section Closeout



Action Plan

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 Goals



SPECIFIC



MEASURABLE



ACHIEVABLE



RELEVANT



TIME-BOUND

S	Specific: What is my goal?	
M	Measurable: How will you track your progress?	
A	Achievable: Is your goal realistic?	
R	Relevant: Does the goal align with your overall plan?	
T	Time Bound: Give your goal a deadline	

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?	

Ticket Out!

- Grab a postit note
- What was your biggest AHA today?



Spur Participation



Popcorn

Welcome Back - Day 2

- Hat / Headgear
- Liked OR Learned OR Surprised you



LIKED

Connections conversations, fun	POWER	The Facilitation exploration	
The book list in and all the book resources	The		Facilitating in the Convergent - Divergent - Emergent Zones
Class engagement	Fun & Engaging	How the class is ran/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 triangle
POWER planning	Keep Facilitation Separate from Coaching	The different zones	POWER planning
	POWER	The facilitation and coaching are related but not the same	Power
Stances	POWER		
		Easy to apply in everyday situations	
POWER			

SURPRISED ME

POWER What is it for the	Can't take notes as a facilitator	Divergent Emergent Diamond	
If team can't decide, stick in green zone	Agendas don't have to be boring	Can't take notes and facilitate	Facilitation is not PM
Facilitating technique there are	When you're presenting content use someone else's factors		
With the right level of interaction can be engaging	Can't participate while facilitating		
If you have bids, how can you facilitate?			
If the room too far off from being a good facilitator			



Wheel of names....



<https://wheelofnames.com/>

Tools





Kahoot Word Cloud

- Scan the QR Code
- Enter your Initials
- Answer the question

What tools do you currently use to help make your events Engaging, Interactive & FUN?



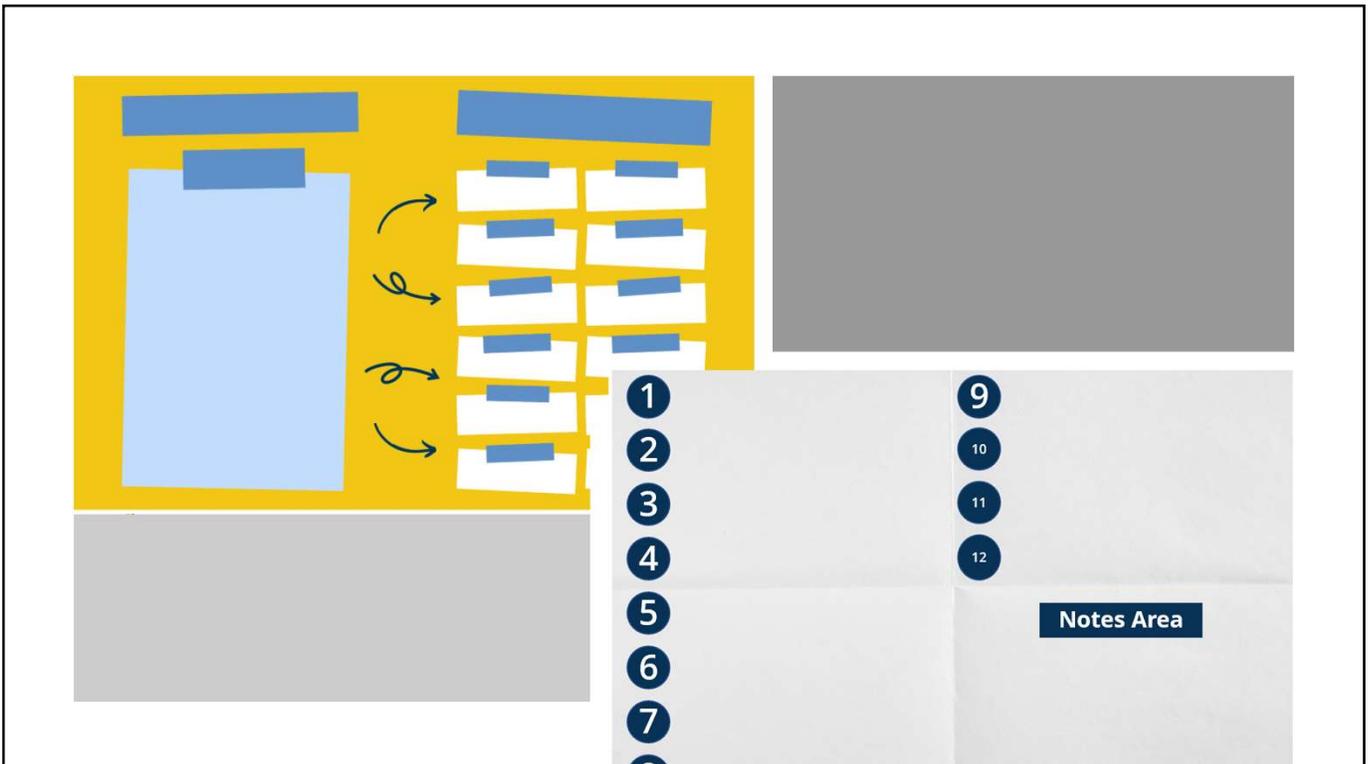
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Impediment Remover





Conductor



Table Talk: When should you not to act as a facilitator?



**You cannot
participate &
facilitate at the
same time!**

Connect with Us
on LinkedIn &
share your
BEFANTASTIC!



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Reference Links from Class

Ted Talk

http://www.ted.com/talks/itay_talgam_lead_like_the_great_conductors

Agile Coaching Competency – white paper

<https://www.agil8.com/wp-content/uploads/2018/09/Agile-Coaching-Competencies-whitepaper-part-one.pdf>

<https://agilecoachcompetencyframework.com>

2 Trainers – 2 Days – 2 Certifications

<https://katanu.com/upcoming-classes>

Enter code: **GSG-AMS23-100** for \$100 discount



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TEAM katanu
by ARCLight + Capala

**Come Join Anu and Kate for a
Fun and Engaging 2 Day Class!**

"The entire experience was excellent! Anu & Kate are wonderful
instructors. I would recommend this course and take others by
them." - KatAnu ACS-CF Graduate

