



Ultimately, effective facilitation should build the **competence**, **confidence**, and **capacity** of individuals and groups to *be better* and *do better* on their own ... without relying on leaders in order to do so.

The essence of facilitation is ... making it easier.

1. WHAT

do I want to make easier?

In general?

Sample answers:

thoughtful discussions and deliberations
diverse perspectives and open-minded thinking
efficient and effective use of time
relevant content and meaningful application of it
respectful disagreement
active participation and ownership of the outcomes

Specifically?

consider the specific event's purpose, outcomes, logistics, and convening format (in-person, virtual, or hybrid)

2. for WHOM

am I trying to make this easier?
What do I know or need to know about them to determine what they *might* find easier?

Sample answers:

demographic information
extroverted and introverted tendencies
big picture and analytical orientation
knowledge level
role and seniority
interest or stake in the outcome
questions they may have

3. HOW

might I apply the answers to #1 and #2 in my design and facilitation choices? What options are available to me before, during, and after the event?

Two excellent resource with tools, techniques, and formats for meeting or workshop facilitation:

IAF Methods Library • www.iaf-world.org
Tool Toolbox • www.toolboxtoolbox.com/



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