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| Participative Process Reviews |
| Session 3 | Gathering process information  | Ver: 08 Jul 2015 |

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**Facilitators check list**

* start out and agree ground rules with the group
* keep proceedings moving; sustain momentum, give a kick group a kick start where necessary
* give information if absolutely necessary, but try not to be too directive; resist the temptation to be a leader rather than a facilitator.
* encourage participation
* ask questions to draw them out on issues
* ensure fair play i.e. don’t let some peopledominate the proceedings by talking over others
* handle conflict when it arises (don’t ignore it)
* set accepted levels of behaviour
* manage the time
* keep the group on track. Don’t allow them to go off at spurious tangents (or know when to direct them back to the task in hand)
* moderate where there are disagreements, but remain neutral; don’t be drawn into evaluation
* remind them at opportune times that they are required to present their findings (where appropriate)

and finally

* don’t own the discussion/outcomes; its theirs not yours

**Ground Rules**

Most groups will be able to put together a set of ground rules relevant to the situation in hand.

Here is an example

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| * All focus on one conversation. One person speaks at a time, side conversations are taken away from the group.
* Fairness: No one will be called on twice on a particular topic until all those who want to have spoken once.
* Be constructive. Create a positive context and supportive framework. Acknowledge the past fully, yet focus on the future.
* Test assumptions and inferences. Ask for more information.
* Be specific. Use examples if needed so people know what you're talking about.
* Take responsibility for your own feelings and experiences. Use “I” statements (for example,
* Keep it real, keep it relevant. Be honest. Be direct, yet kind.
* Bring un-discussable issues into the open.
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