

## 18 FACILITATION INTERVENTIONS

### Objective:

- To learn and **apply tools/frameworks for how to increase group effectiveness**. And to do so in ways that transform – versus paralyze – conversation.

### # 1 – *THE SIDE BAR* – *talking to a participant one on one during a break.*

- *When to use – when a participant is challenging or feeling challenged.*
- *Sample Language – “Want to talk with you about something I observed ... Am I right? Share a little about what’s behind \_\_\_\_\_. What’s your thinking about things I/we can do to address the concern/need you have? Or what can I/we do to support your participation?”*

### # 2 – *THE SYNTHESIS* –

- *When to use – to wrap up the dialogue or a component of the dialogue; also to crystallize a point or make a sprawling conversation a bit clearer.*
- *Sample language – “I’m hearing three themes – the NPS Centennial event needs to be meaningful and substantive; it needs to have diverse participation and it’s an opportunity for us to launch something new.”*

### # 3 – *THE BOUNCE-BACK*

- *When to use – to promote deeper reflection; or to help a participant reach their own conclusion.*
- *Sample Language – “Let me pose the question back to you?” Or “Let me ask your question a different way.”*

#### **# 4 – THE ASSIST**

- ***When to use – to bring other perspectives/worldviews into the conversation.***
- ***Sample Language – “I really appreciate your question. That’s a good/hard one. What do other people think?”***

#### **# 5 – MULTIPLE TRUTHS**

- ***When to use – to address paradoxes or competing and intractable points of view.***
- ***Sample Language – “Is it possible that BOTH of you are right. Your lived experience is YOUR truth. Maybe there’s a SHARED TRUTH somewhere in the middle?”***

#### **# 6 – INTENT AND IMPACT**

- ***When to use – when the facilitator or participant says or does something that causes harm. But the intent may have been otherwise.***
- ***Sample Language – “Ouch!!!! Dushaw, I suspect there’s at least one person in the room who MAY feel rubbed the wrong way by what you just said. Will you please say more about what’s behind the comment so that people understand your intent.”***

#### **# 7 – WORLD AS IT IS AND WORLD AS IT SHOULD BE**

- ***When to use – to address paradoxes and competing perspectives. But also to address tension between aspirations and being “pragmatic.”***

- **Sample Language** – *“Yes, we’re all human and should not see people through their skin color or other physical characteristics. That’s the **WORLD AS IT SHOULD BE**. The **WORLD AS IT IS** has conditioned us to see race. What are the **ACTIONS** we can take in the **WORLD AS IT IS** to create the **WORLD AS IT SHOULD BE?**”*

#### **# 8 – NAMING THE TENSION**

- **When to use** – *when there’s tension or disagreement that runs the risk of paralyzing the group and is not being brought into the open.*
- **Sample Language** – *“I’m sensing that energy is low. And a number of people appear visibly upset. An agenda only works if it serves the needs of the collective group. So let’s take a break. Allow me to caucus with the planning team. And when we return, we’ll offer ideas for how to move forward.” OR, “Let’s pause. Would like to hear from a few people: what are you thinking or feeling right now?”*

#### **# 9 – THE STRUCTURED GO-AROUND**

- **When to use** – *to hear all voices/perspectives; to create a grounding/centering experience.*
- **Sample Language** – *“I want to make sure that we have an opportunity to hear from all voices. Let’s go around the circle and give everyone a chance to respond to the question. If you’re not ready to share, you can say “pass.”*

#### **# 10 – THE STORY**

- **When to use** – *to inject humor or vulnerability into the dialogue; to create a grounding/centering experience.*
- **Sample Language** – *“Quick story about my grandmother that illustrates your point.” OR “Let me a share funny story ...” OR, “Allow me to share something personal ...”*

### **# 11 – CALLING PEOPLE IN (VERSUS OUT)**

- **When to use – to invite more and/or silent voices into the conversation.**
- **Sample Language – “I know that there are people who have not yet had a chance to share. Before we wrap up, just want to give you space to offer any thoughts/ideas.”**

### **# 12 – CALLING PEOPLE OUT (WHEN THEY PRACTICE GROUP AGREEMENTS)**

- **When to use – when a participant effectively models/practices a group agreement; use it to make group agreements more than just words on paper.**
- **Sample Language – “Dushaw, I just want to say thank you for what you just did. Your comment to \_\_\_\_\_ was the essence of what it means to practice intent versus impact.”**

### **# 13 – THE BREAK**

- **When to use – to help the group replenish/rejuvenate; to debrief; and to allow facilitators time to recover from a triggering experience.**
- **Sample Language – “I want to be mindful of energy. Let’s do a \_\_\_\_\_ minute break and reconvene shortly.”**

### **# 14 – SEEKING TO UNDERSTAND**

- **When to use – to deepen understanding; to engage a participant from a place of curiosity and wonder.**
- **Sample Language – “Say more about that” or “I would like to better understand \_\_\_\_\_.”**

### **# 15 – THE TEMPERATURE CHECK**

- ***When to use – to assess how the group is doing – energetically, emotionally and/or with respect to the content.***
- ***Sample Language – “Let’s do a go-around. Please share one word/phrase to describe what you’re thinking and/or feeling given where we are on the agenda.” OR***
- ***Sample Language – “What’s one thing you need from today’s session in order to feel that it was useful and/or impactful’***

### **# 16 – THE APPROACH**

- ***When to use – to affirm a participant; to help them feel seen/heard; to engage a participant who appears to be distracted;***
- ***What it looks like in practice – slowly approach the participant (while facing them); make eye contact; tap/pound table, if appropriate; elevate volume and/or shift tone, if appropriate. NOTE – use with caution. Be mindful of gender and other dynamics.***

### **# 17 – THE TOUCH – POINTS OF CONNECTION**

- ***When to use – before the session begins (and during breaks); goal is to make a personal connection with as many participants as possible; strive to “touch” every single participants before the end of the session.***
- ***What it looks like in practice – a) referring to the person by name in the full group or during a one on one; b) distributing handouts – or other items -- at the beginning of the session; c) greeting people at the beginning of the session; d) asking “How is the session going for you thus far?” during a break; e) following up with a participant regarding an idea/comment/insight they shared during the session.***

### **# 18 – A FEW OTHERS UNDER DEVELOPMENT**

- ***Tear down/Build from scratch – throw out current agenda; start over***
- ***The Overwhelm – facilitator intentionally takes up space as a way of creating safety for marginalized persons in the room***
- ***More structure – adding more rigidity as a way of increasing safety/reducing harm***

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