



TALK ACTION



Advanced Facilitation Training

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Aims of the session

To provide:

- A chance to share experience, practice and opinions
- Explore theory and practice that helps you develop your facilitation
- A contribution towards an advanced understanding of the role of a facilitator

Agenda

- Welcome and introductions
- What do we want ... and when do we want it?
- Preparation, preparation, preparation
- Process management
- Being the adult in the room
- Disruptive behaviour
- Inclusivity and Neutrality
- Reflections and Action



Active Listening

Listening well

Caring

Withholding judgement

**Active listening is a
risky business.**



Key stages for Active Listening

- Listen
- Reflect
- Clarify
- Summarise
- Explore
- Test

Breakout rooms

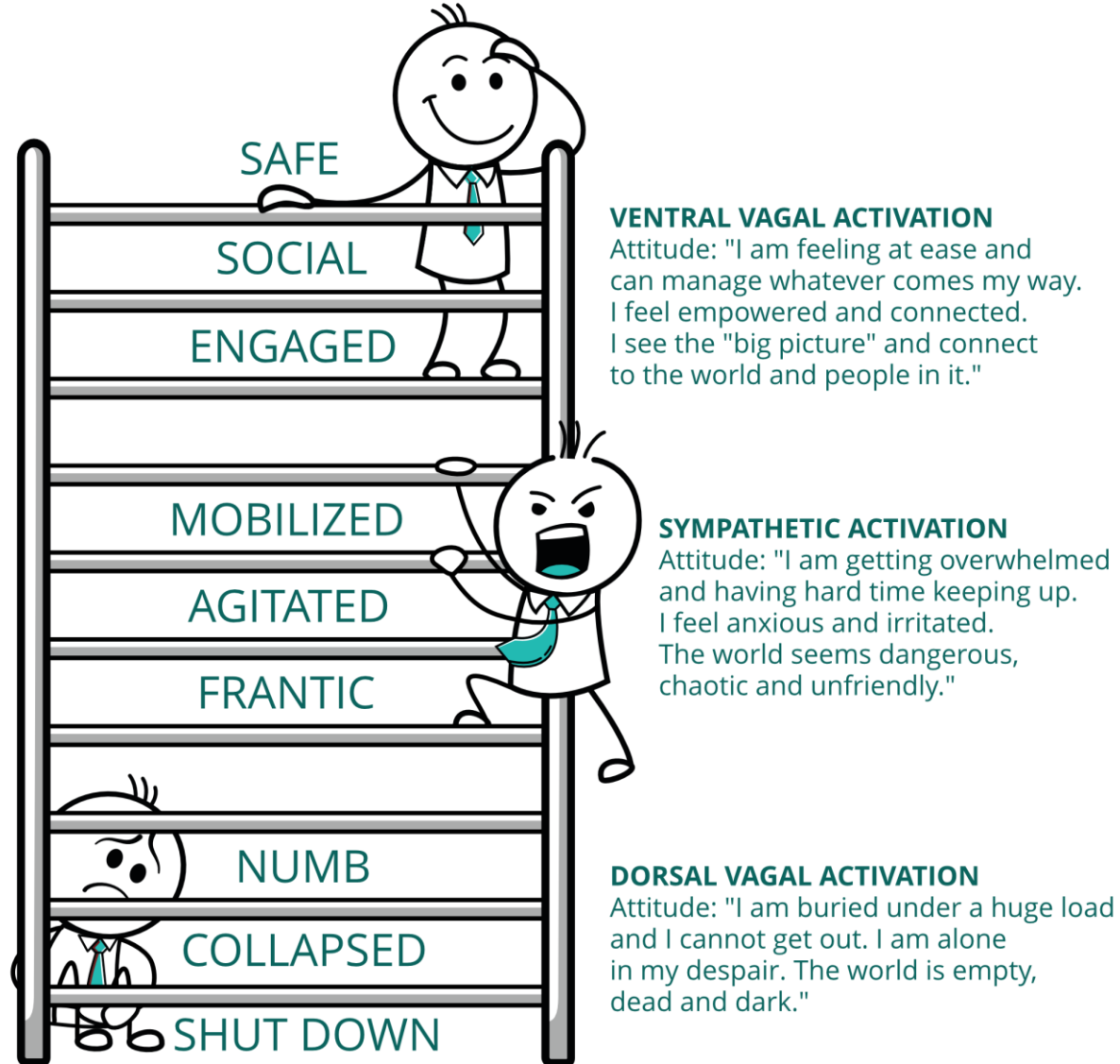
**5 minutes each
to introduce
yourself and
your experience
and identify one
question you
want answered
today**



Safety is not
just the
absence of
threat

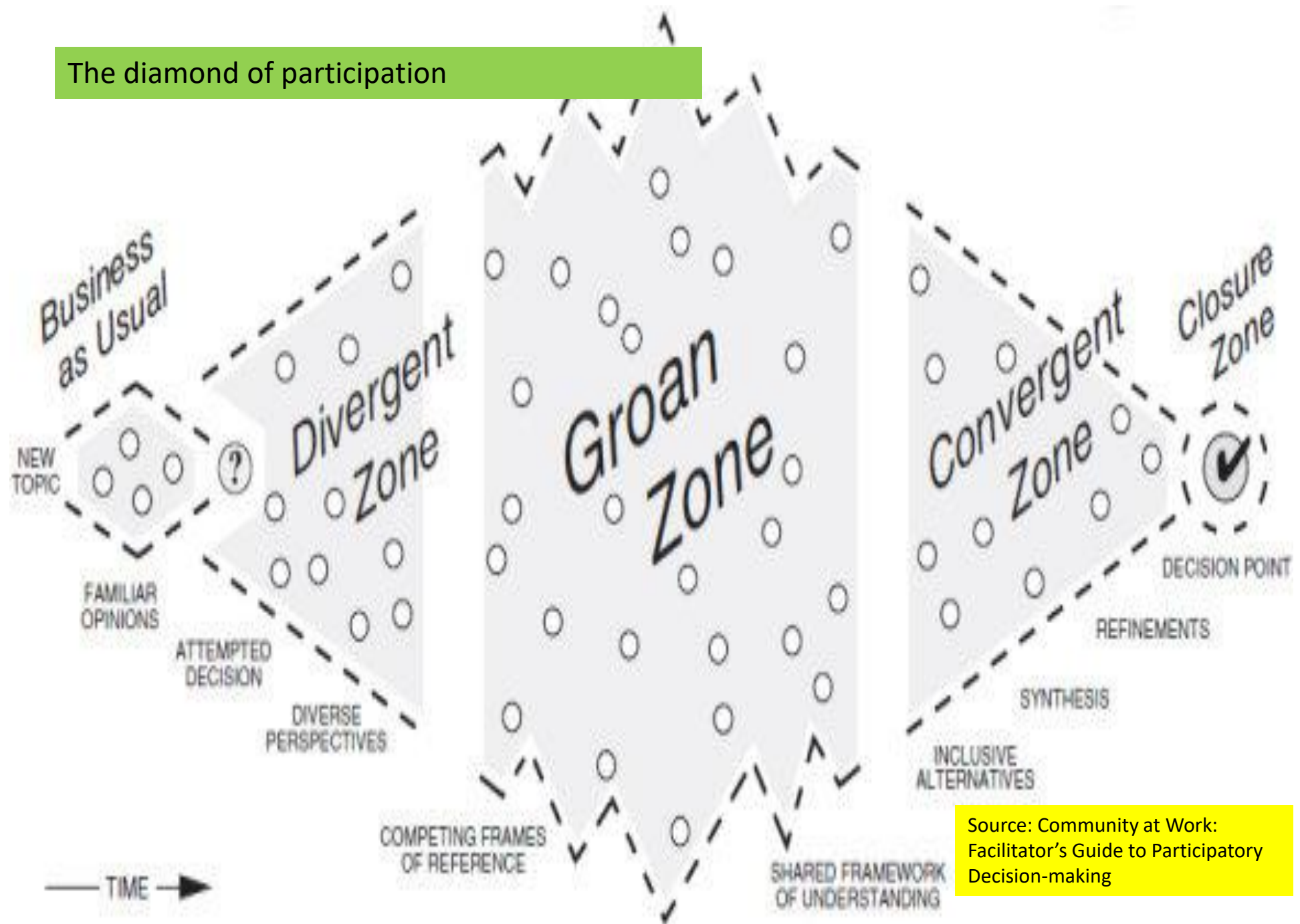


AUTONOMIC NERVOUS SYSTEM AS A LADDER



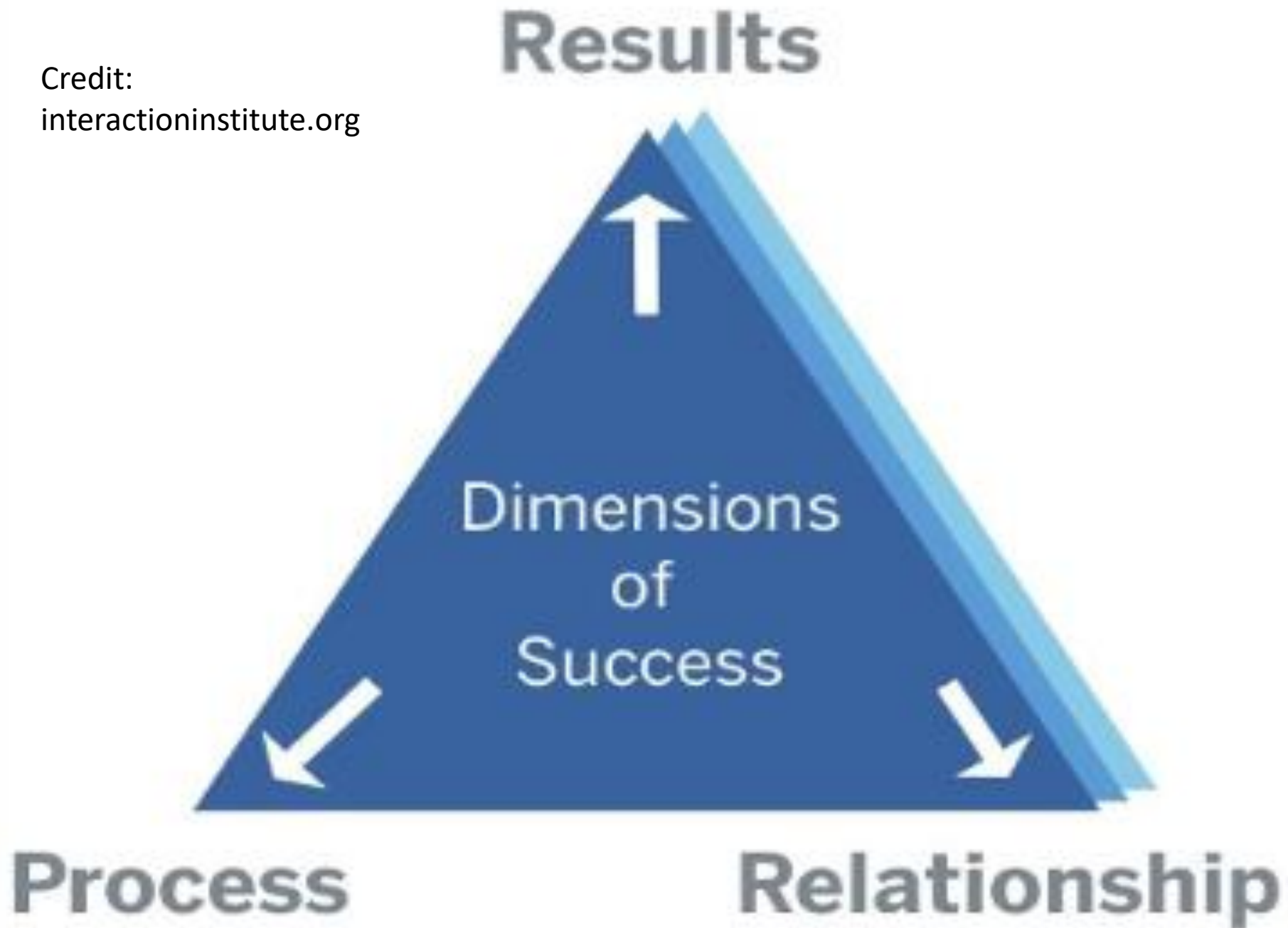
Adapted from *The Polyvagal Theory in Therapy* by Deb Dana

The diamond of participation



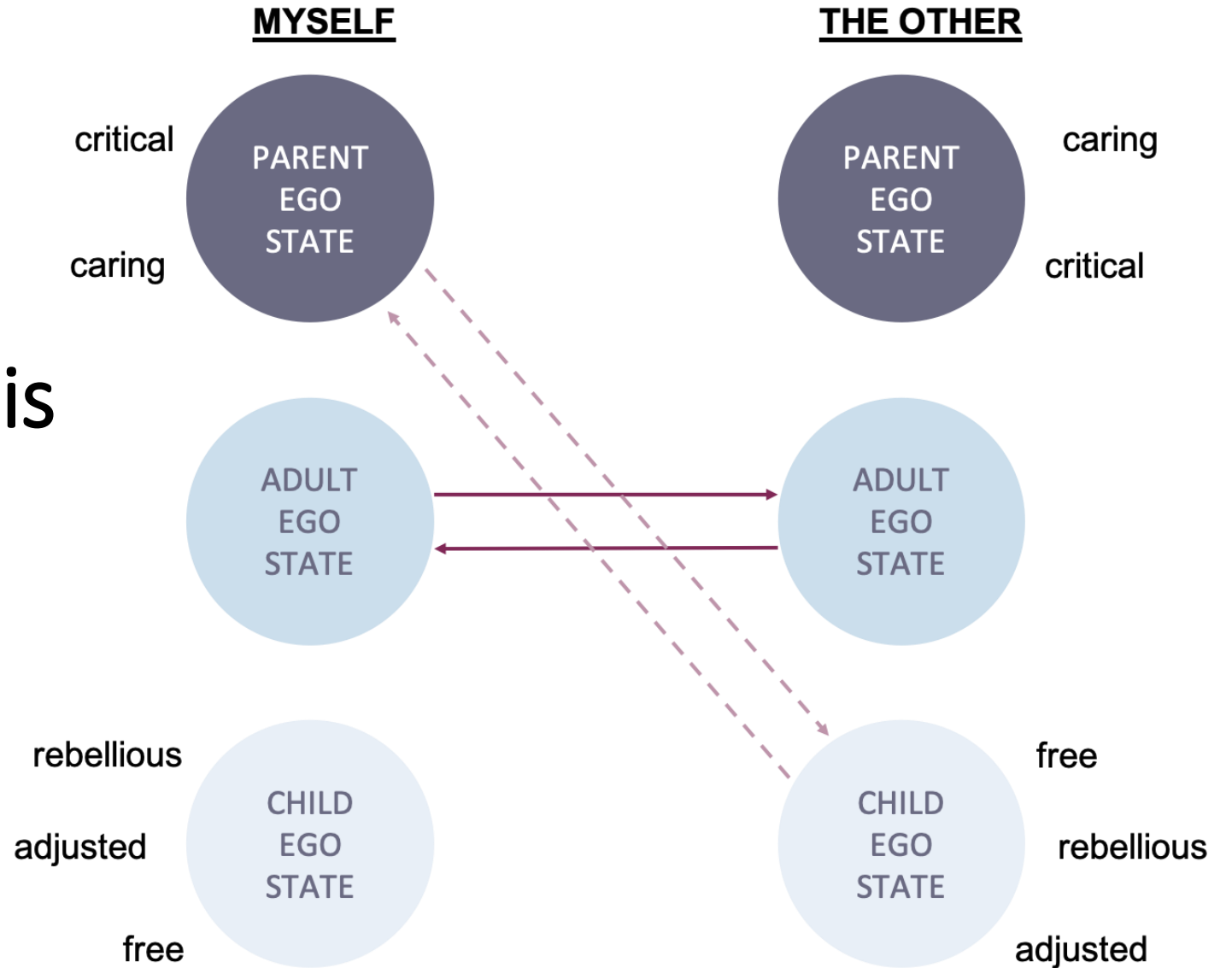
Source: Community at Work:
Facilitator's Guide to Participatory
Decision-making

Credit:
interactioninstitute.org

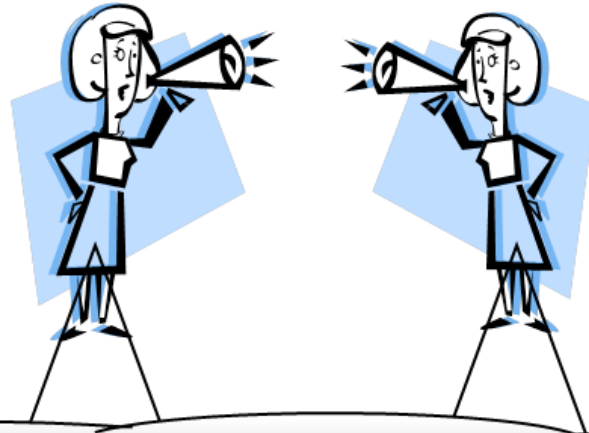


Transactional Analysis

(Berne [Games People Play](#) (1964))



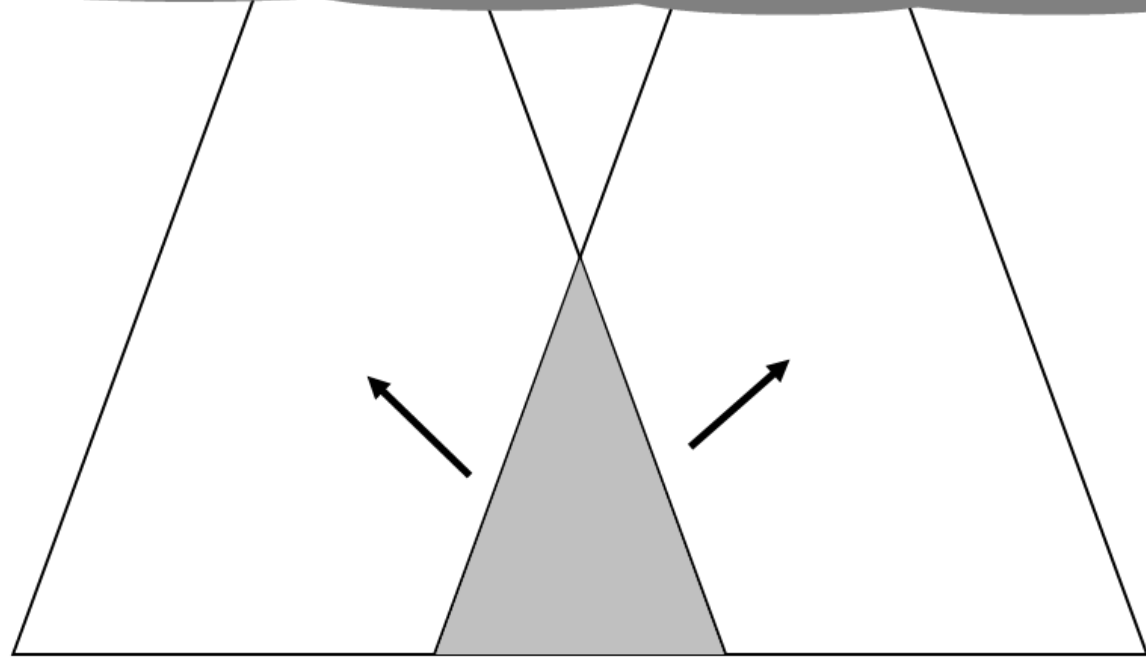
Position



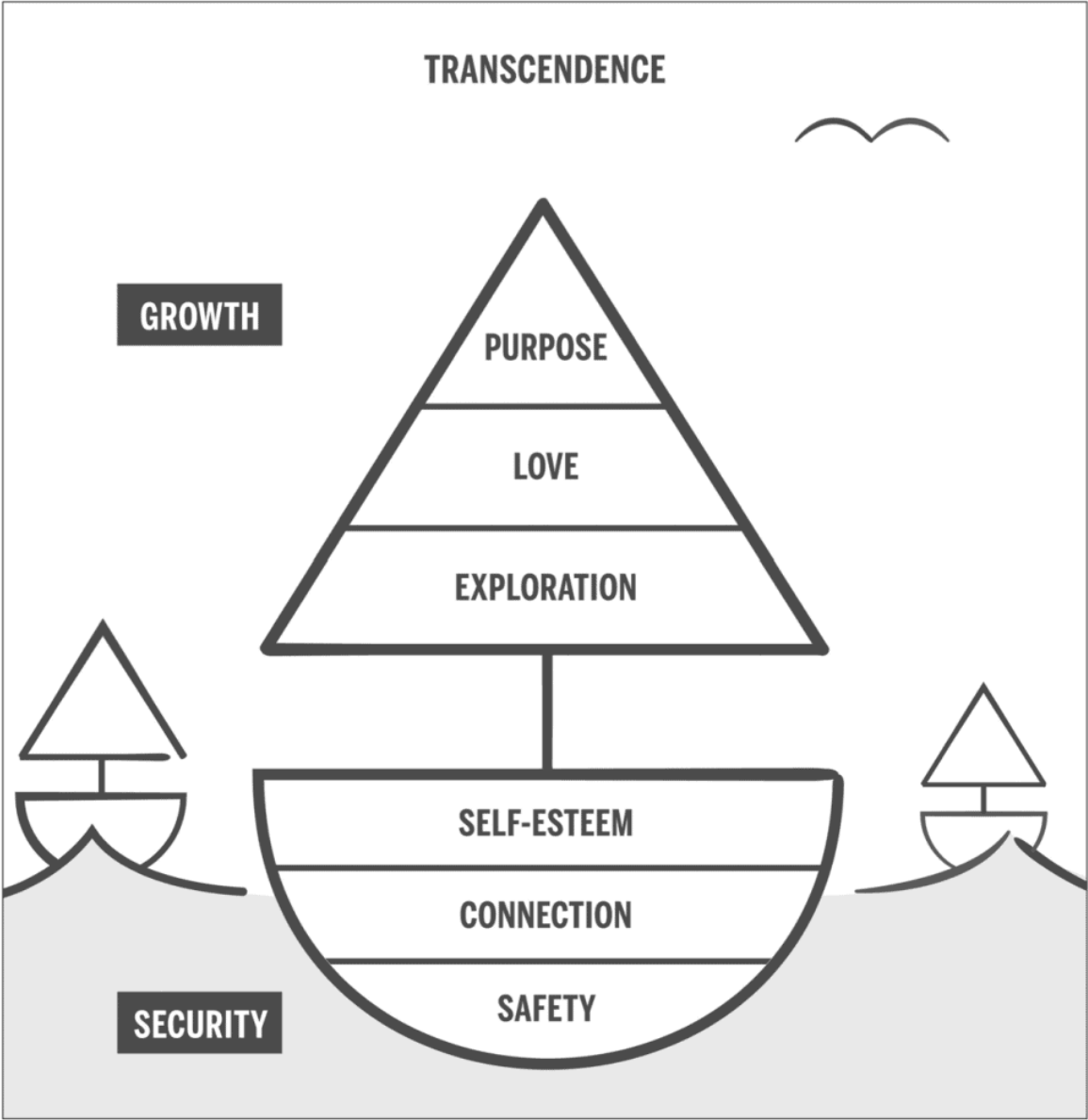
Interest



Need



Building the Boat



The NVC Model



In summary -

Leader as Facilitator

Especially with KNOWLEDGE WORKERS

The Vowels

- a** Ask more, prescribe less
- e** Encourage ideas, truth, perspectives
- i** Involve others
- o** Open environment
- u** Unpin EGO

listen

SAFE

ASHLEYVINIL

CC BY SA

Twitter, Instagram, LinkedIn, Facebook, YouTube icons

The infographic features a cartoon man with a beard and a striped vest, waving. The text is hand-drawn in various colors and styles. The word 'as' is crossed out with a scribble. The 'Vowels' are each in a dotted circle. The 'o' is accompanied by a cloud and a 'SAFE' sign. The 'u' is accompanied by a trash can. The 'e' is accompanied by a lightbulb and the letters 'a b c d e f'. The 'i' is accompanied by small squares. The 'a' is accompanied by three question marks. The 'o' is accompanied by an upward arrow and the word 'listen'. The 'u' is accompanied by a trash can. The bottom of the infographic has social media icons, a Creative Commons license, and the name 'ASHLEYVINIL'.