

Appendix Thirteen

The Facilitation Process

The information below provides you with a summary of the facilitation process in general. These represent the steps that most facilitated events would need to go through in order to be successful.

Some of the elements shown under “during the event” may change according to the specific needs of the session; however the “before” and “after” steps should apply to all events.

Before the event:

- Objective setting – for the whole session and each element of the session
- Preparation/planning – design of session, pre-event communication, getting the right room and equipment.

During the event:

- Introduction – welcomes, introductions, objectives, agenda, ground rules, housekeeping, role of facilitator, icebreaker/warm up if needed
- Ideas generation – set the objective, then encourage quantity of ideas in an energetic session
- Categorisation/prioritisation – get the group to evaluate and prioritise ideas
- Decision making – use a consensus process for participatory decision making
- Action planning – a precise and specific list of actions, agreed with action owners
- Conclusion – summarise key learning points or outcomes, take questions, confirm next steps, thank you’s, seek feedback about session and facilitator.

After the event:

- Session review – reflect on feedback from participants, together with your own thoughts. It is important to do this as soon as possible, whilst you still have a good recollection of the event:
 - Were the objectives met?
 - What did and didn’t work with the process and why?
 - How did you do as facilitator – think about your style, and the skills/techniques you adopted.