

Pacific Coast Congress of Harbormasters and Port Managers

Five Secrets of Facilitation

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Why do we care?

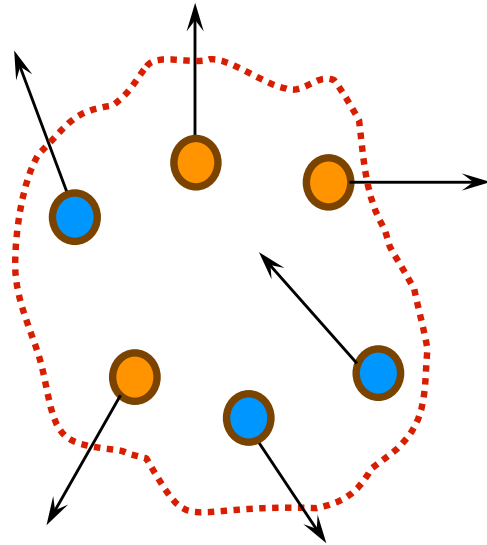
- Facilitation is key to the performance of a group
- It is a role and a skill in anyone
- At its best, it creates the conditions for people to want to do positive things to achieve a set of desired outcomes

...Ultimately it builds “teams” and “energy” that delivers a meaningful impact.



Power of "It"

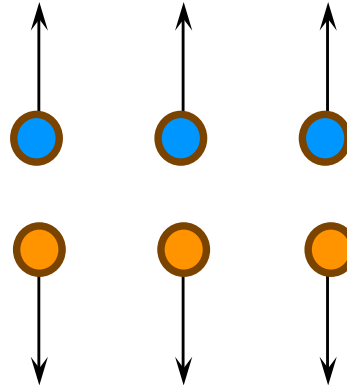
Choices in working together. I, We, or It ?



Group

A collection of people and talents in a common place or name busy doing stuff, but not well coordinated or focused.

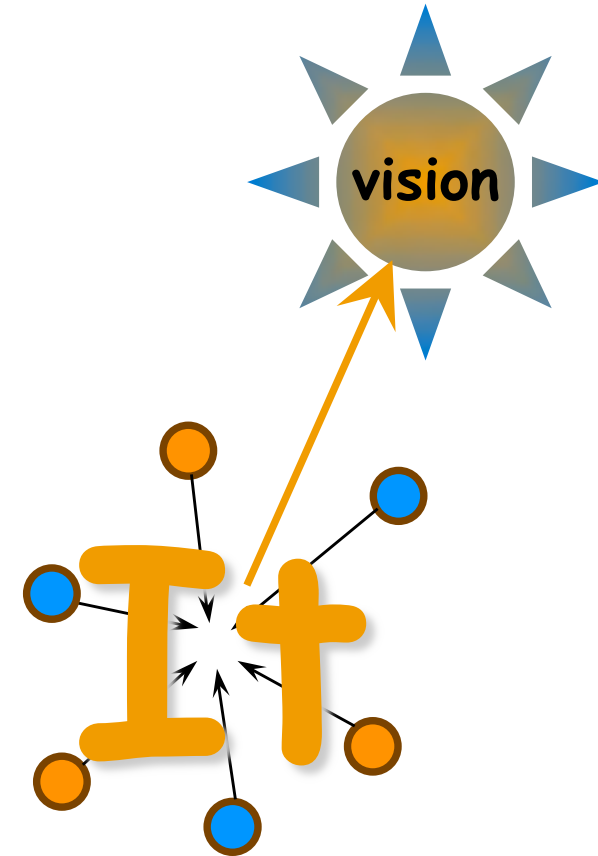
The lack of shared focus causes waste and frustration.



Committee

A gathering of people with a common name and agenda, each representing different constituencies.

The separate goals make collaborative and win-win results very difficult.

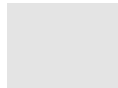


Team

A collection of people focused on a common Mission, with shared values, process, measures, and plans to achieve a Vision.

The shared commitment and approach enables them to achieve greater results than the sum of each or any individual.

I



We_{+I}

It_{+We+I}

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Discovery methodology

Clarify the Purpose

- **What?**
- **Why? ...Goals?**
- ...Roles?***

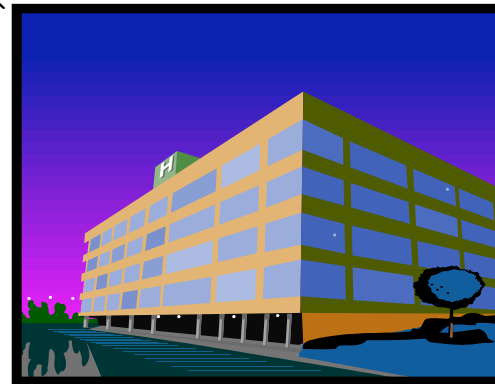
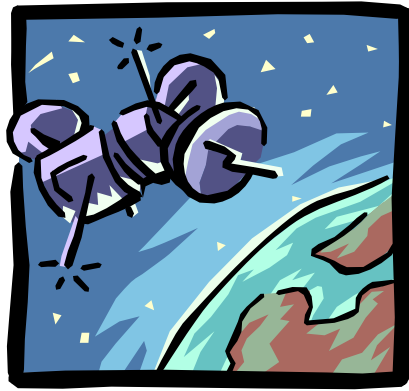
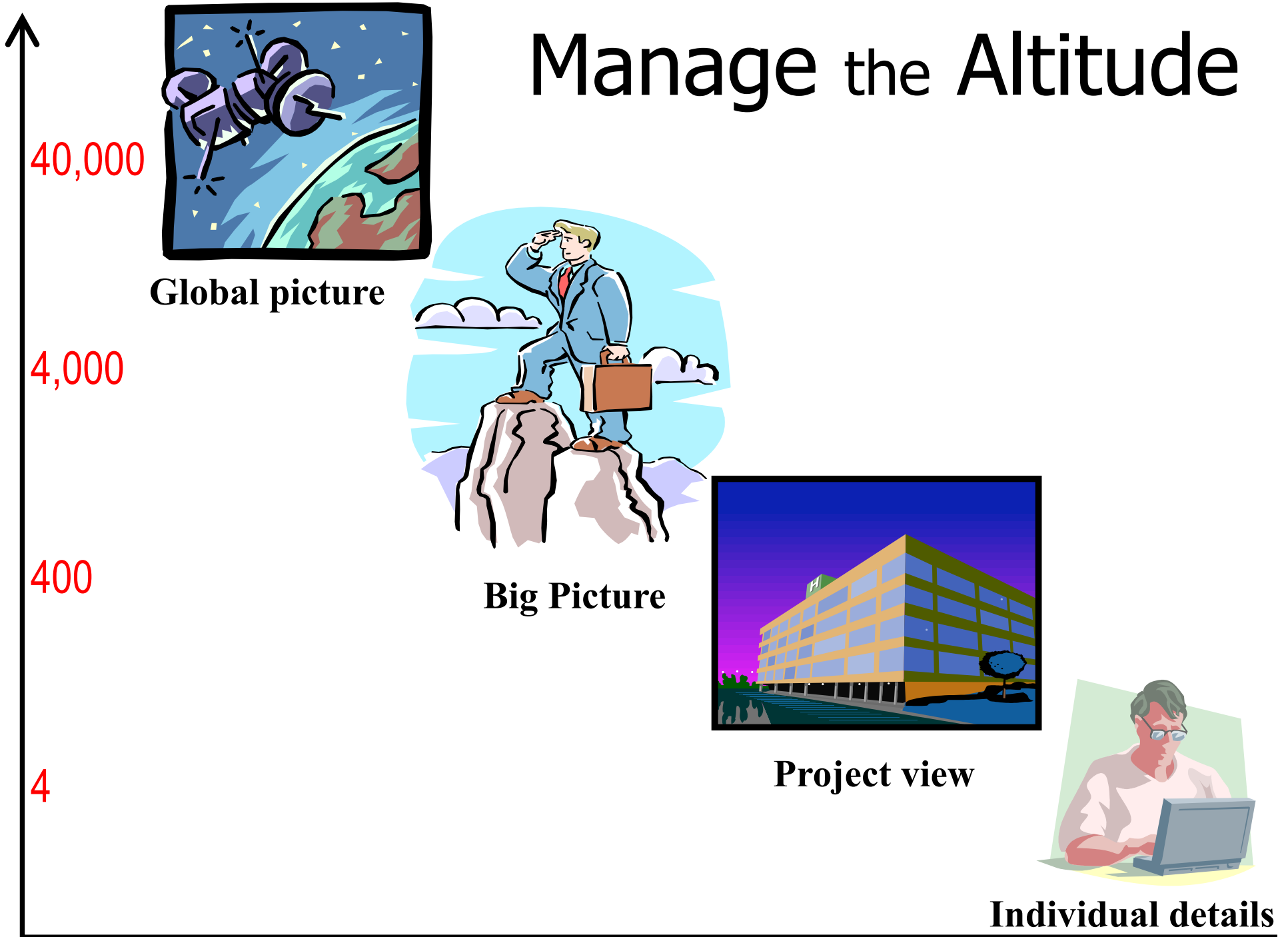


Create a Focus

- Show who's guiding the conversation
- Reinforce who's got the floor
- Connect to the information, ideas
- Manage the "Altitude".



Manage the Altitude



Identify the Barriers

- Identify early - *“hard”* and *“soft”*
- Include in the plan
- Take action to overcome.



Engage all Personal Styles

TASK DRIVEN

- Busy & Active
- Tangible Results (\$)
- Focused / Productive
- Can-do, Urgency

RELATIONSHIP DRIVEN

- Customer Responsive
- Multiple Options
- Flexible / Big Picture
- Harmony / Goodwill

M

EN

- Strategic
- Reliability
- Priorities
- Sequential Methods

- Flexibility
- Decision Making
- Listening
- Meeting Needs



Check the Temperature

On Fire +5

Best Yet – Astonishing collaboration, Amazing progress
Can't imagine much better

Hot +4

Well Spent – Complete cooperation
Much achieved

Warm +3

Worthwhile – Good teamwork
Useful progress

Tepid +2

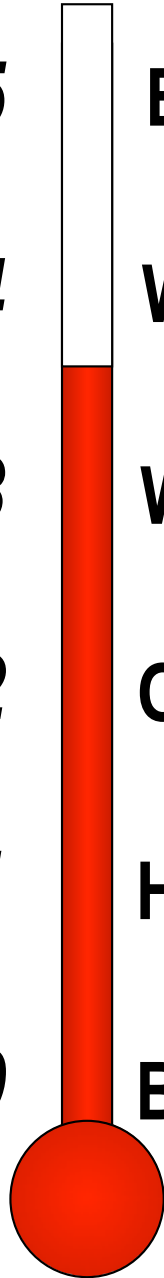
O. K. – Reached compromise
Some progress

Cold +1

Ho-Hum – Unresolved
Little value

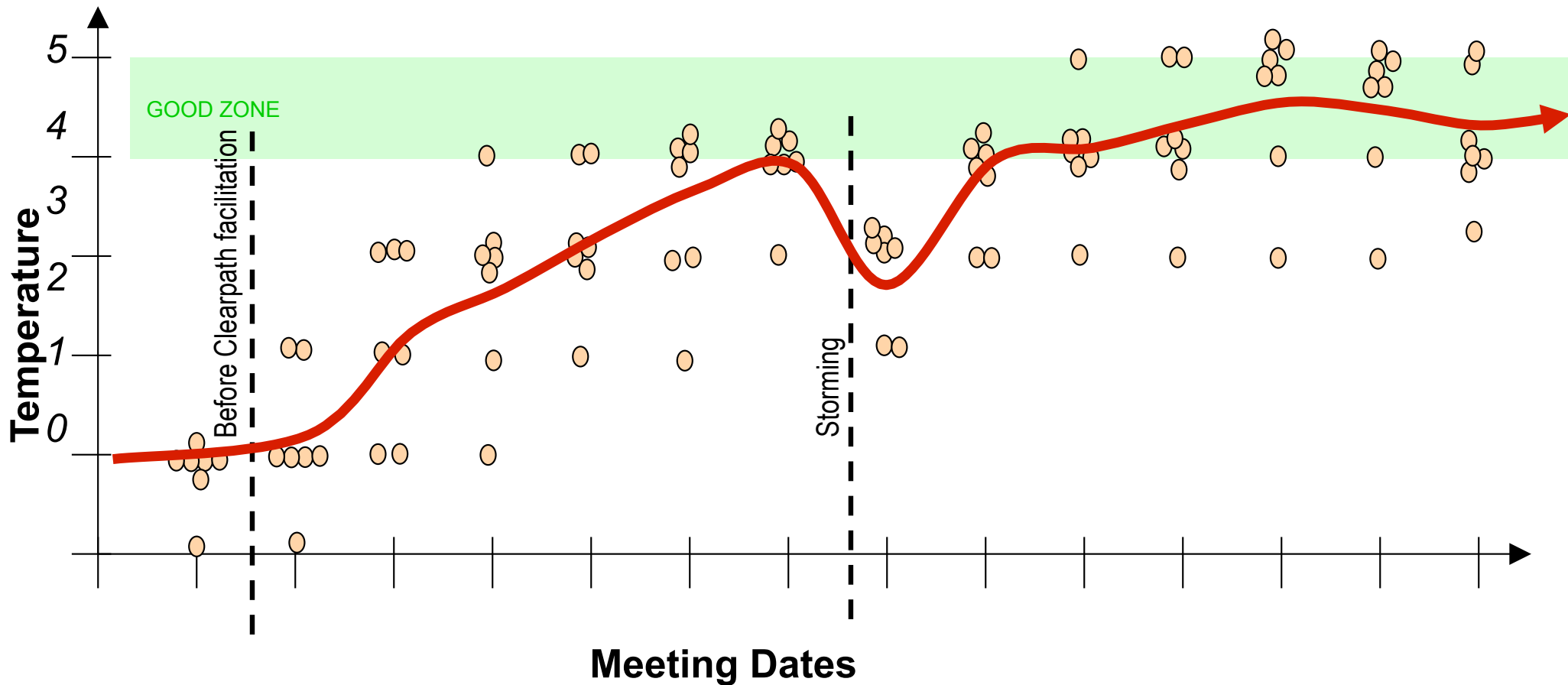
Icy 0

Blamed Others – Complete waste, why bother
Avoided issues



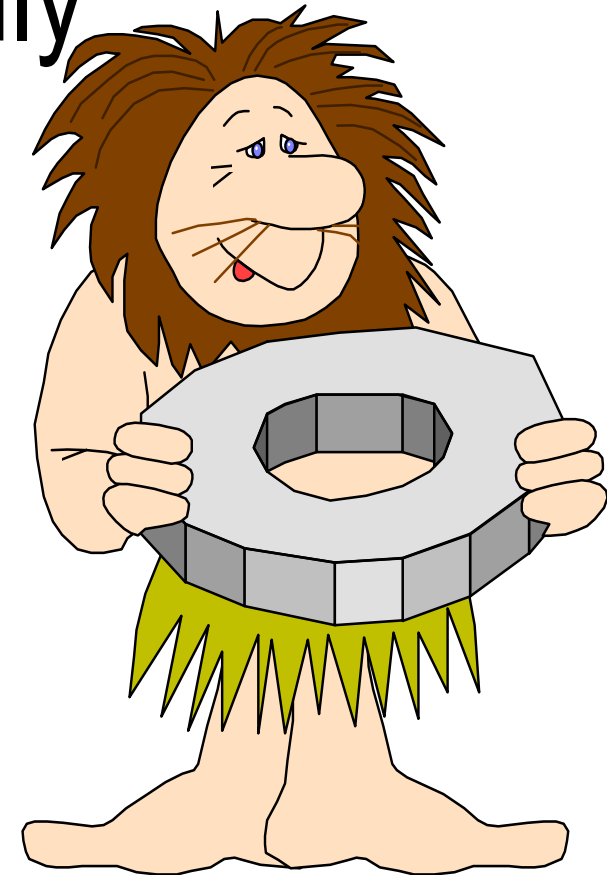
"Temperature Check" Run Chart

EXAMPLE



Use “Creative Tension”

- Recognize the power of discovery
- Allow for possibilities
- Use time and space shrewdly
- Pursue the next idea
- Celebrate finding it.



Benefits

- **New (& better) conversations**
- **See (& do) the better choices**
- **Results in a fraction of the time (& better)**
- **Build a sense of “ownership”**
- **Maximize participation (and contribution)**
- **Innovation (in what & how)**

Secrets of Facilitation

Thank You.

May the power of facilitation be with you!

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Strategic Plan

Assessment Tool

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