

Welcome!



In this training, we will discuss some concepts and tools to help you assure full participation in your meetings.

This is a highly interactive training, so please feel free to:

- ✓ Share your own wisdom/tools
- ✓ Share your experiences and challenges
- ✓ Ask for clarification on how apply tools to your situation(s)

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What challenges do you face in eliciting or managing meeting participant engagement?



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Ensuring Full Participation

The more people engage and participate in a meeting, the richer the experience is for them & for everyone else.

- ❖ Is everyone engaged and contributing?
- ❖ Are some dominating?
- ❖ It's not as much about equal participation as it is about equal *opportunity to participate*
- ❖ A good facilitator uses a variety of engagement techniques to ensure full participation.

This is a critical part of the facilitator's focus!

TIP: Useful guideline: "Everyone has a chance to share once before anyone shares twice."

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Plan to Engage

Agenda Design, Preparation & Implementation

- For each item on the agenda, have a pre-planned engagement process (or 2) to elicit their input in efficient & engaging ways. *For example:*
 - ❖ Pre-meeting assignments with report-outs
 - ❖ Participation "assignments"
 - ❖ Pre-planned methodologies for eliciting ideas, commentary, and other participation
 - ★ Round-robin/One-at-a-time brainstorming
 - ★ In-meeting "comment cards"
 - ★ Break-out groups with report-outs
 - ★ Etc.

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Plan to Engage (continued)

Agenda Design, Prep & Implementation *(cont.)*

- Send the agenda out to all meeting participants at least 1 week in advance.
- Be specific about what people need to do to prepare
- Either during the agenda design process or immediately after sending out the agenda, reach out individually to those whose participation you'd like to modify and ask them for their help with making the meeting a success.
 - ✧ Do this in an affirming/validating way
- Where appropriate create moments of personalization, humor & fun.

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Managing the People

Managing the people is 1 of the 2 most common reasons people hire a facilitator (the other is process management).

Managing the people consists of:

- I. Acknowledging Participants
 - A. Name Power
 - B. Summarizing/Reflecting Their Ideas
- II. Taming the Unruly
 - A. Group Norms or Guidelines
 - B. Activating Those Who Are Lethargic (or Reticent)
 - C. Defusing Those Who Dominate
 - D. Focusing Those Who Digress
 - E. Curbing Those Who Continue On & On (& On!) 7



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Managing the People (continued)

I. Acknowledging Participants

A. Name Power ~ Addressing people by name

- Helps them to feel acknowledged & significant.
- Makes it easier for you to get their attention and moderate their behavior.



TIP: Clarify and Define Your Role
Defining your role in the meeting when you introduce yourself gives you a foundation for any management that you will have to do.



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Managing the People (continued)

A. Name Power (cont.)

Name Placards

- Are only useful if you have tables on which to put them
- Use white cover stock or card stock
- For informal meetings, or when you don't know participants' names in advance, they can make their own, using felt-tip markers
- For more formal meetings, print them in advance, and include the person's organization and/or role
- If you know a bit about the group's interpersonal dynamics, you can use placards to designate their seating in a way that can help the dynamic.



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Managing the People (continued)

II. Taming the Unruly

- A. Activating Those Who Are Lethargic (or Reticent)
- B. Defusing Those Who Dominate
- C. Focusing Those Who Digress
- D. Curbing Those Who Continue On & On (& On!)
- E. If It Wanders Too Far — Park It!



TIP: The stronger and more consistent you are as a facilitator, the less you'll have to deal with difficult personalities



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Managing the Process (continued)

IV. Process Tools of the Trade

A. Round Robin

- Participants think for a few moments before anyone speaks. Each shares their ideas in turn.



B. One-at-a-Time Brainstorming

- Participants only share one idea on their list before moving on to the next person.

These styles are both useful to ensure that more reticent participants are heard.

They are also useful to help balance the power.

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Managing the Process (continued)

IV. Process Tools of the Trade *(continued)*

Round Robin & One-at-a-Time Brainstorming

Key Points for these two styles:


- ✓ Questions are presented both orally and visually.
- ✓ It's important to make sure everyone has a few minutes to think before *anyone* speaks, because:
 - ✧ People are more concise when they've had a chance to think first, and
 - ✧ Introverts share more readily when they've had time to think first.



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***Your scenarios,
discussion &
questions***



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Thank you for your participation!

If you are interested in learning more about the upcoming 28-hour facilitation class, “Facilitating With Finesse” at Anderson School of Management, which will provide you with in-depth meeting facilitation tools including:

- ✓ *Managing the People*
- ✓ *Managing the Process*
- &
- ✓ *Managing the Information*



please provide your contact information on our “Interest Sign-up” sheet, so that we can strive to schedule the class at the best time for you & send you the registration information.

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