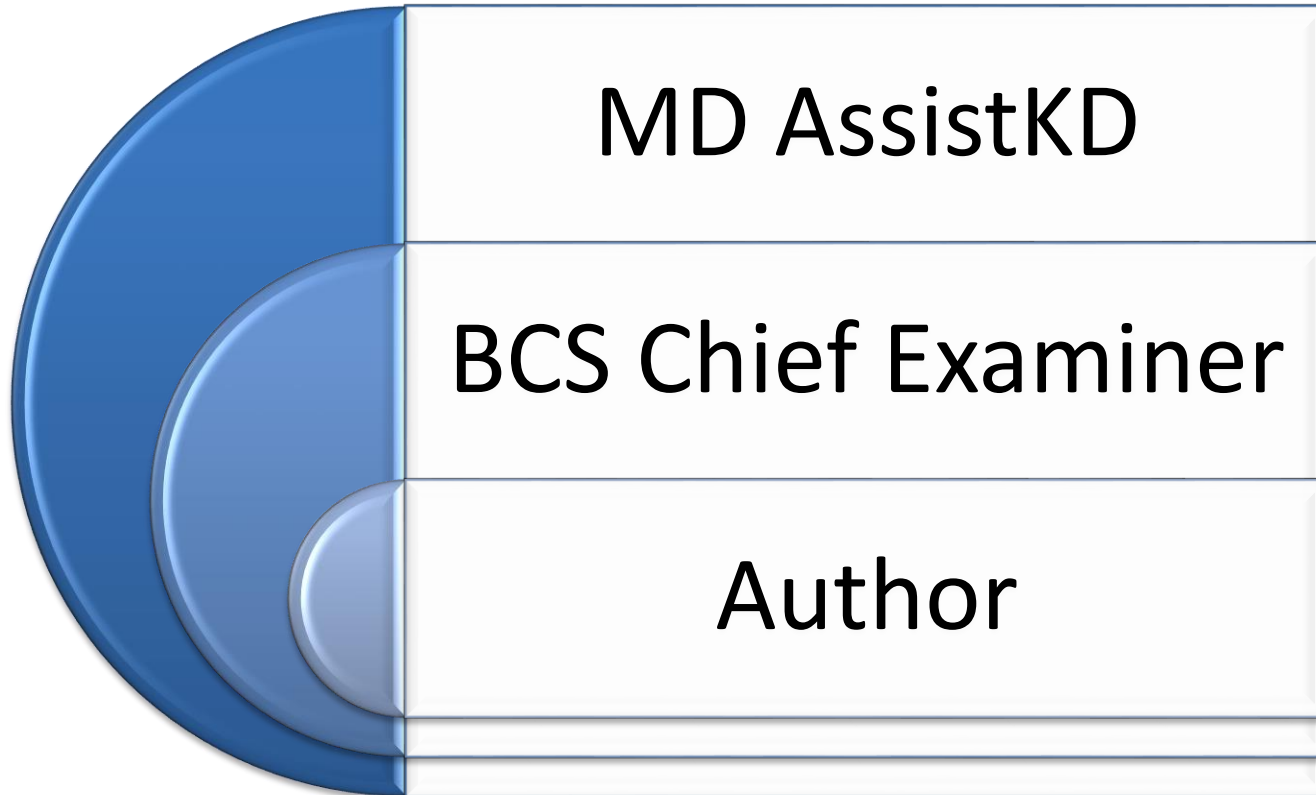
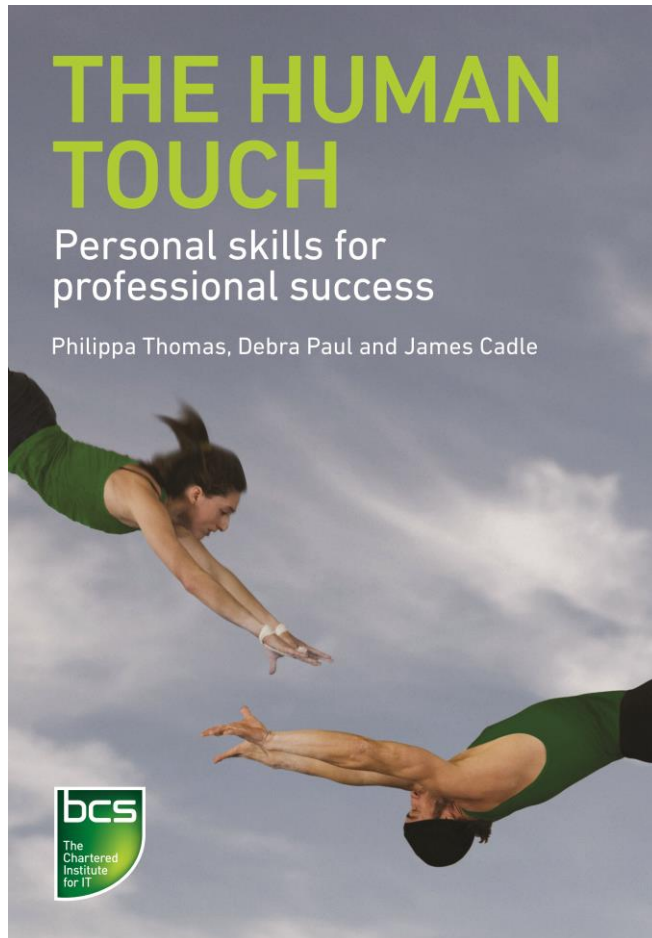


Introduction – Debbie Paul



The Human Touch

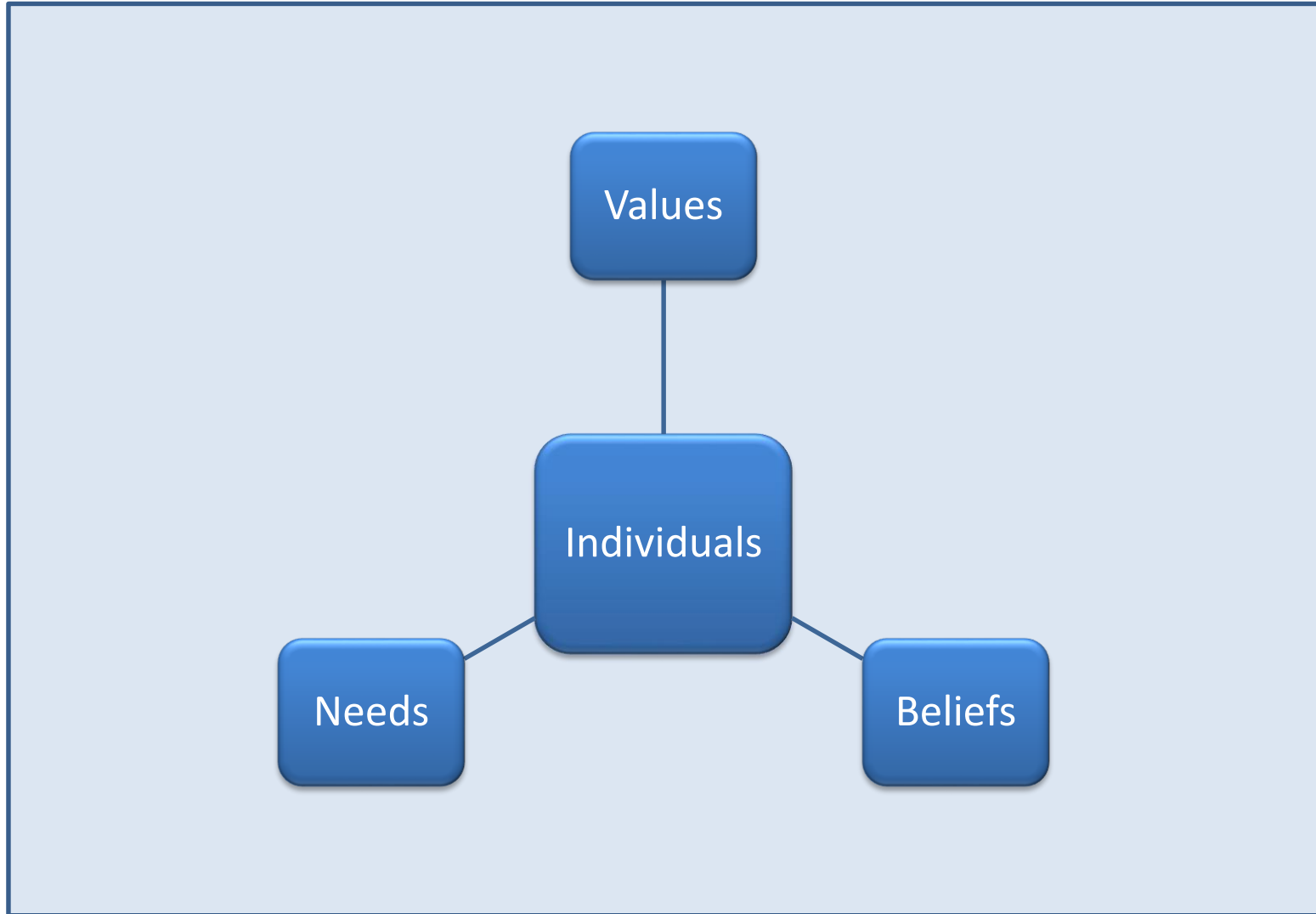


Rationale for book

Topics covered

Topics for today

The complexity of stakeholders



Facilitation



Situations

workshops

meetings

coaching sessions

training events

seminars

1:1 discussions

and so on....

Attributes of a facilitator



Organised and thorough

Quick thinking and adaptable

Participative and empathetic

Experienced, knowledgeable and credible

Preparation – 5Ws and 1H



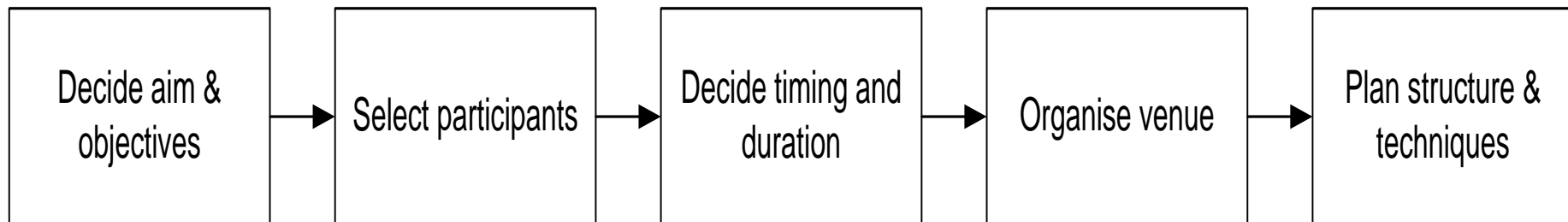
Why? & What?

Who?

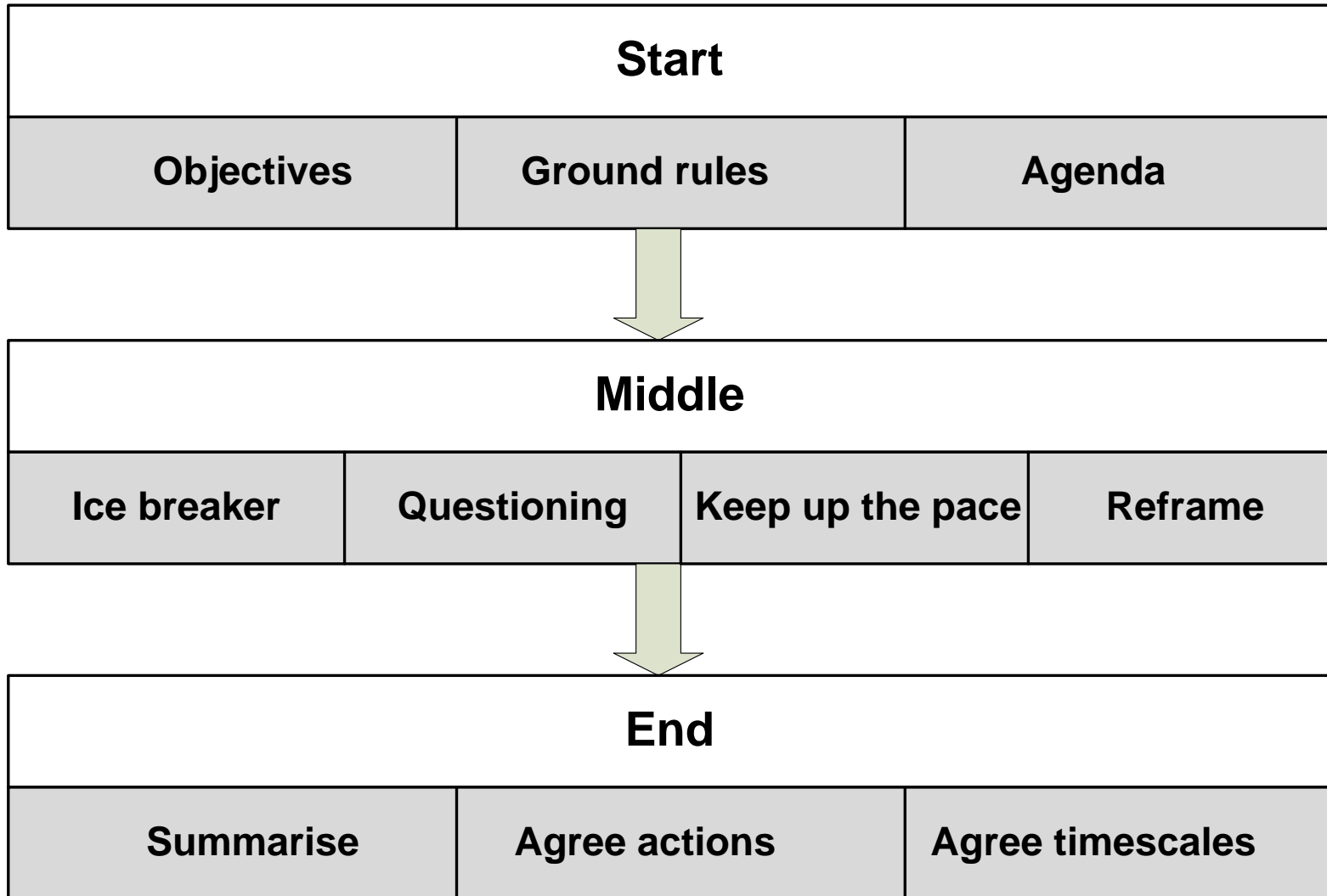
When?

Where?

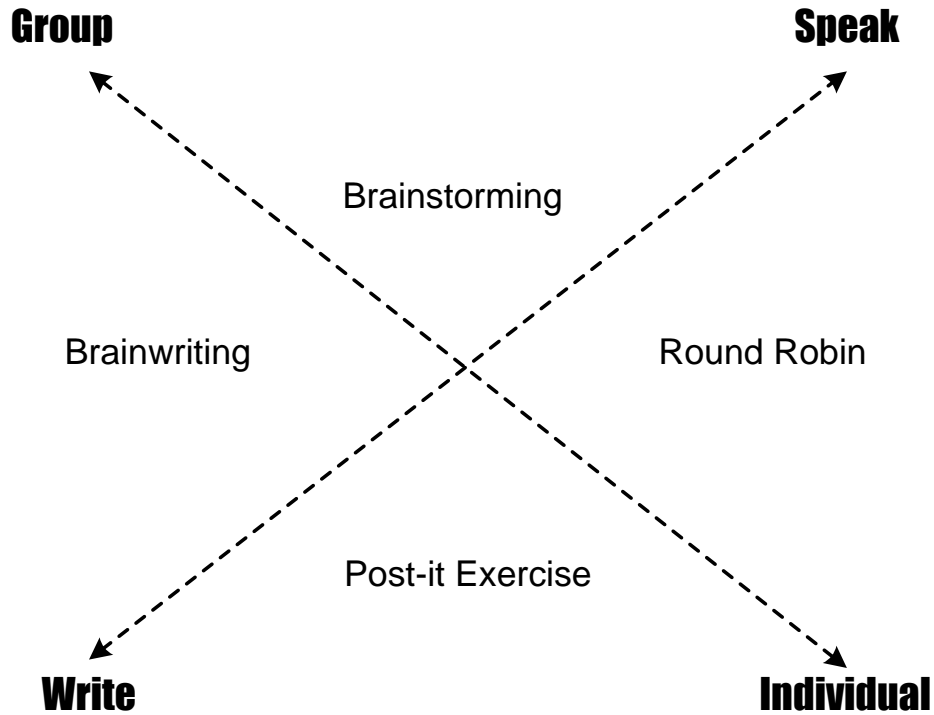
How?



Running the session



Eliciting and documenting



- Process models
- Context diagrams
- Rich pictures
- Mind maps
- Fishbone diagrams

Behaviours of the facilitator



Provide energy

Encourage participation

Ensure clarity

Maintain neutrality

Be flexible

Allow pauses or silence



Situations

Customer/supplier business deal

Complaint resolution

Performance review

Pay increase discussion

Product or task delivery timescale

Work allocation

What outcome do we want?



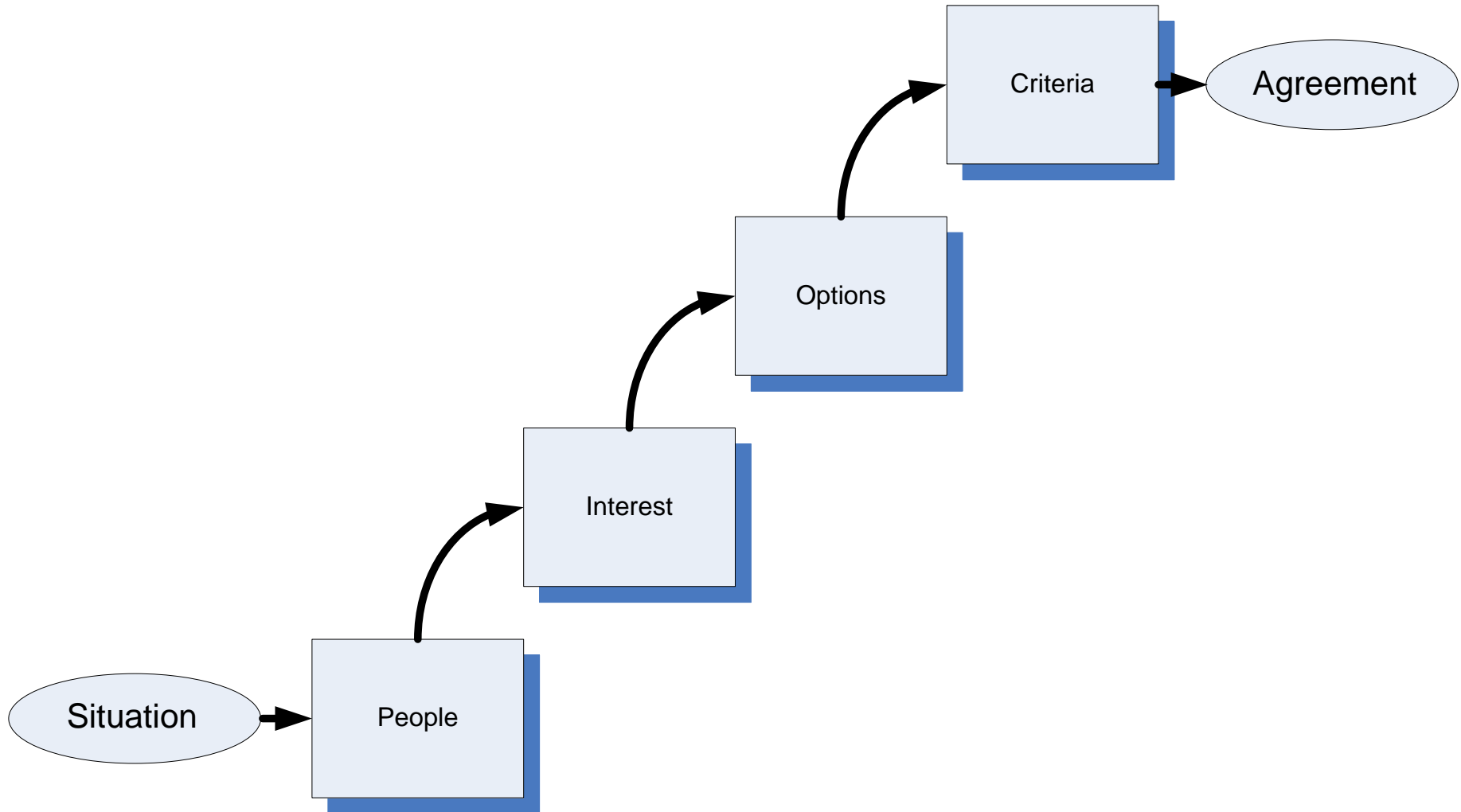
- A 'win'
- An 'out'
- A happy participant
- Two happy parties
- ??

BATNA

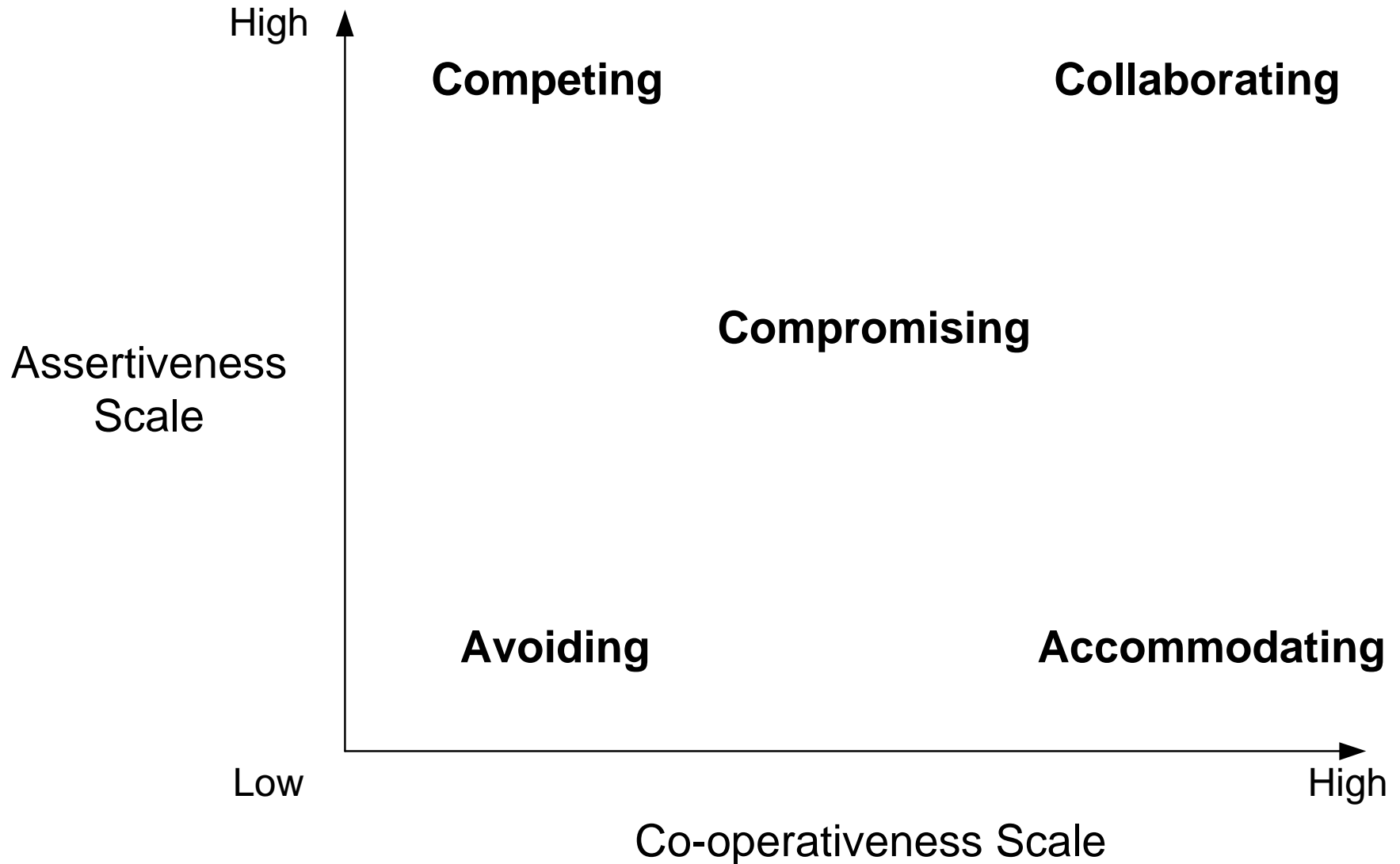


Best
Alternative
To a
Negotiated
Agreement

Principled negotiation – Ury and Fisher



Thomas-Kilmann conflict mode instrument



Let's discuss.....

