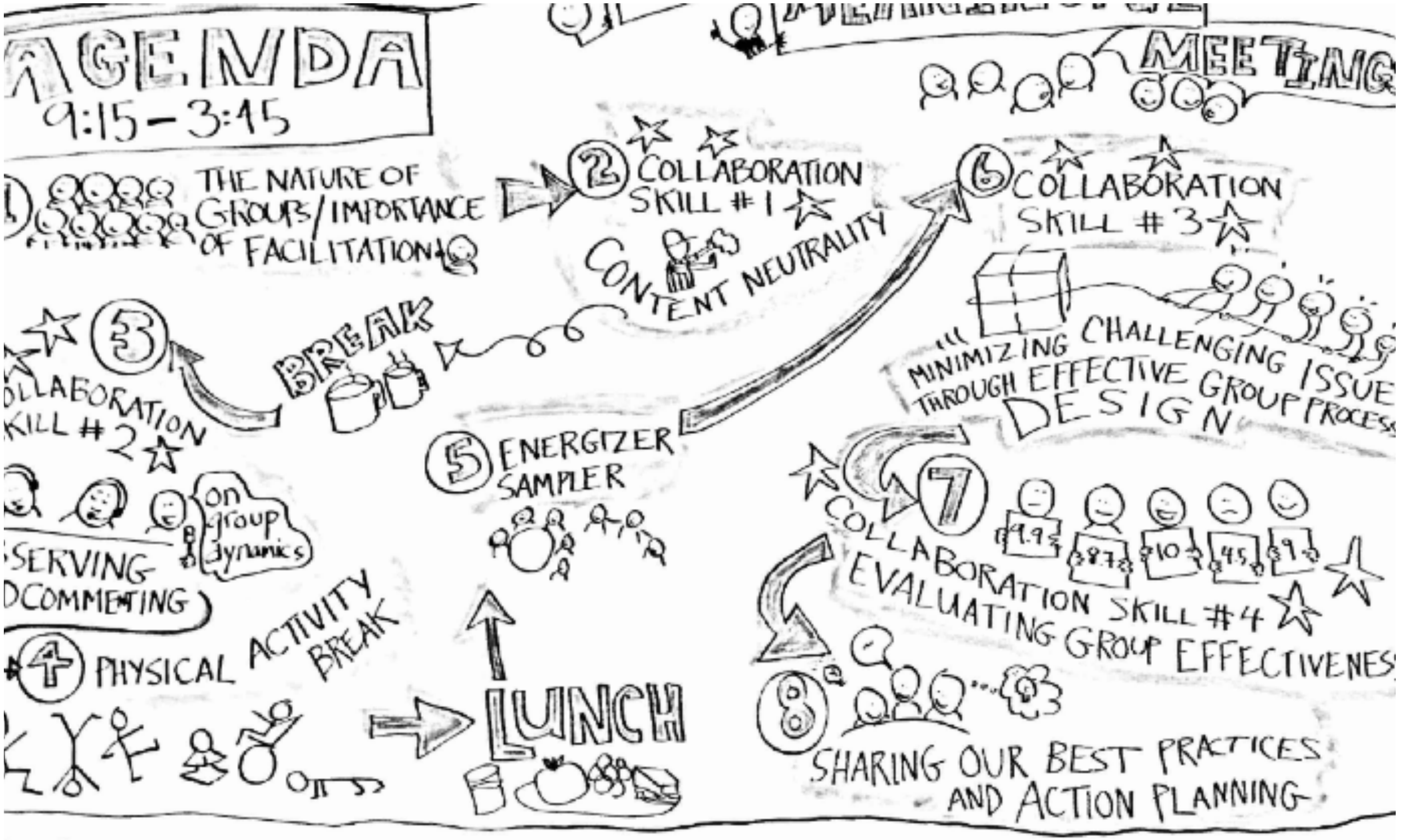
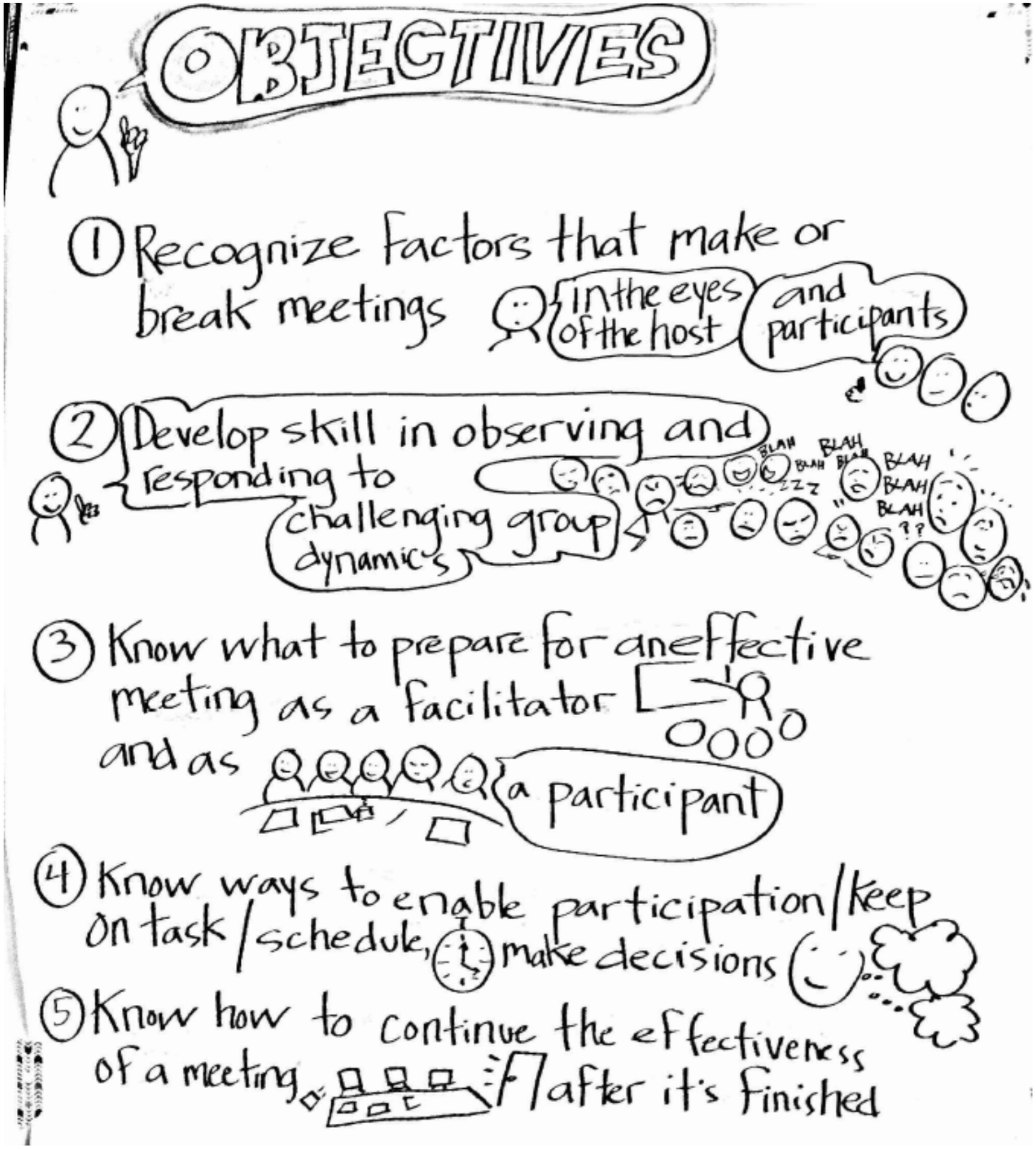


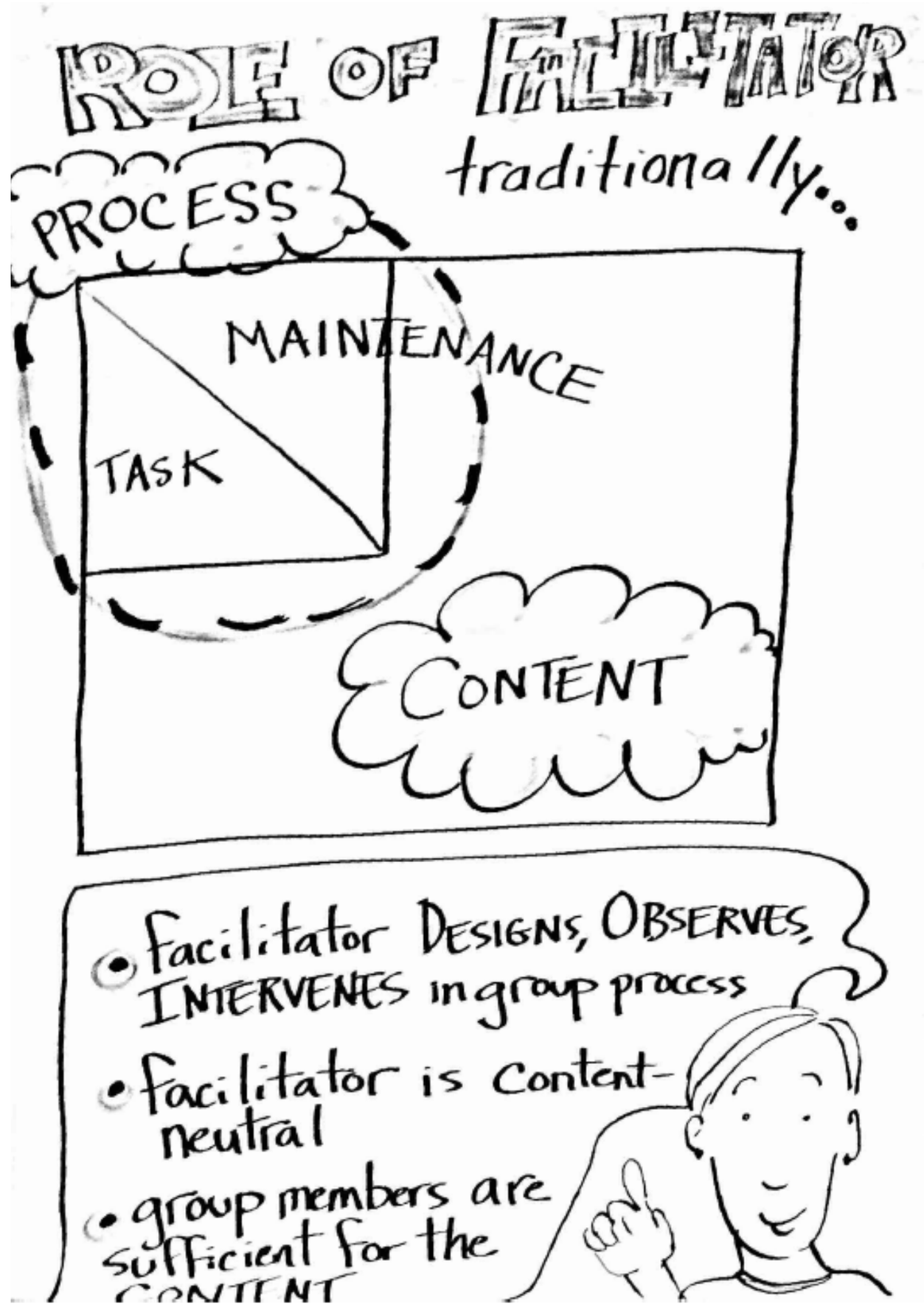
Leading Successful Work Groups

Two-Day Agenda

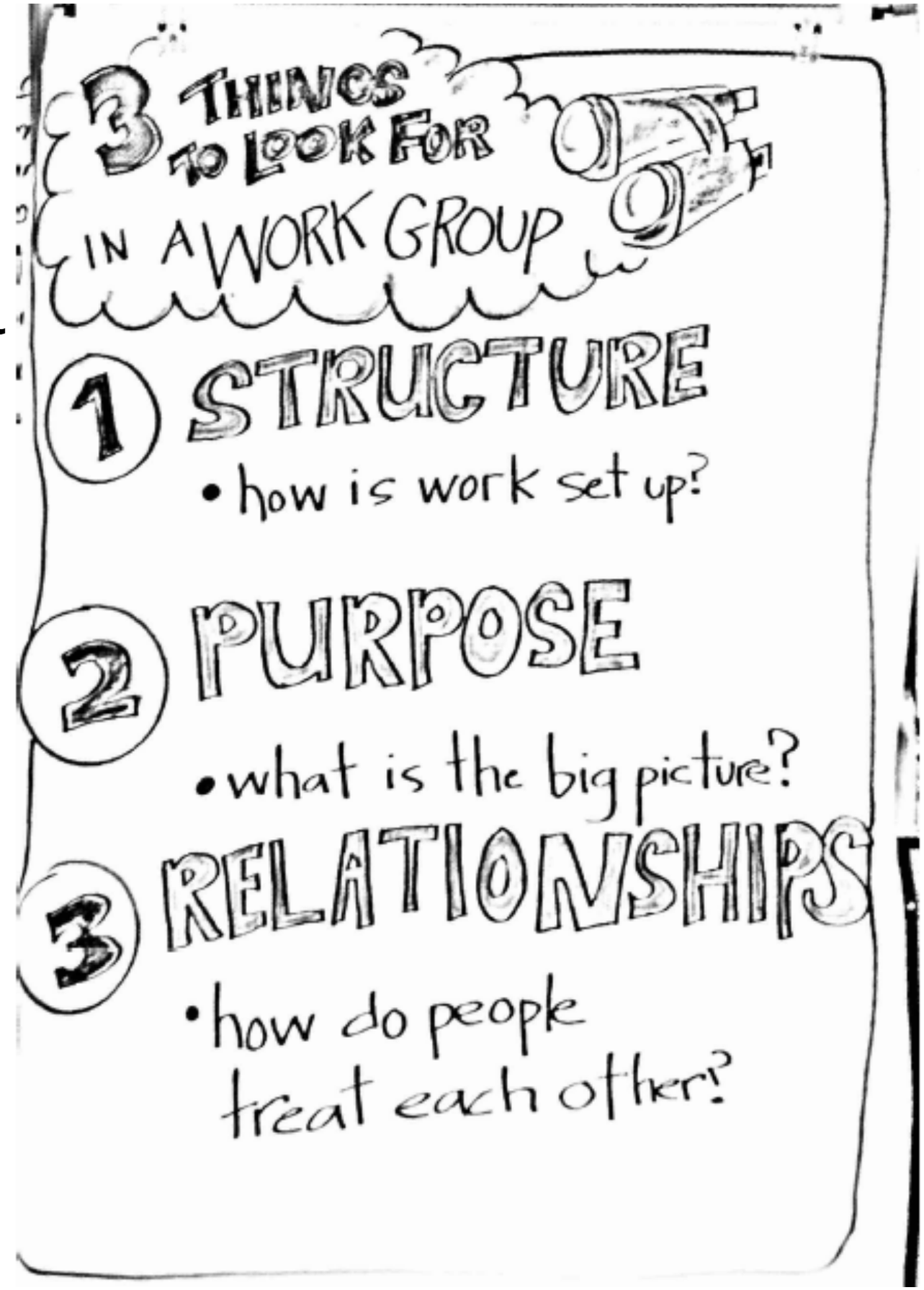


Learning Objectives

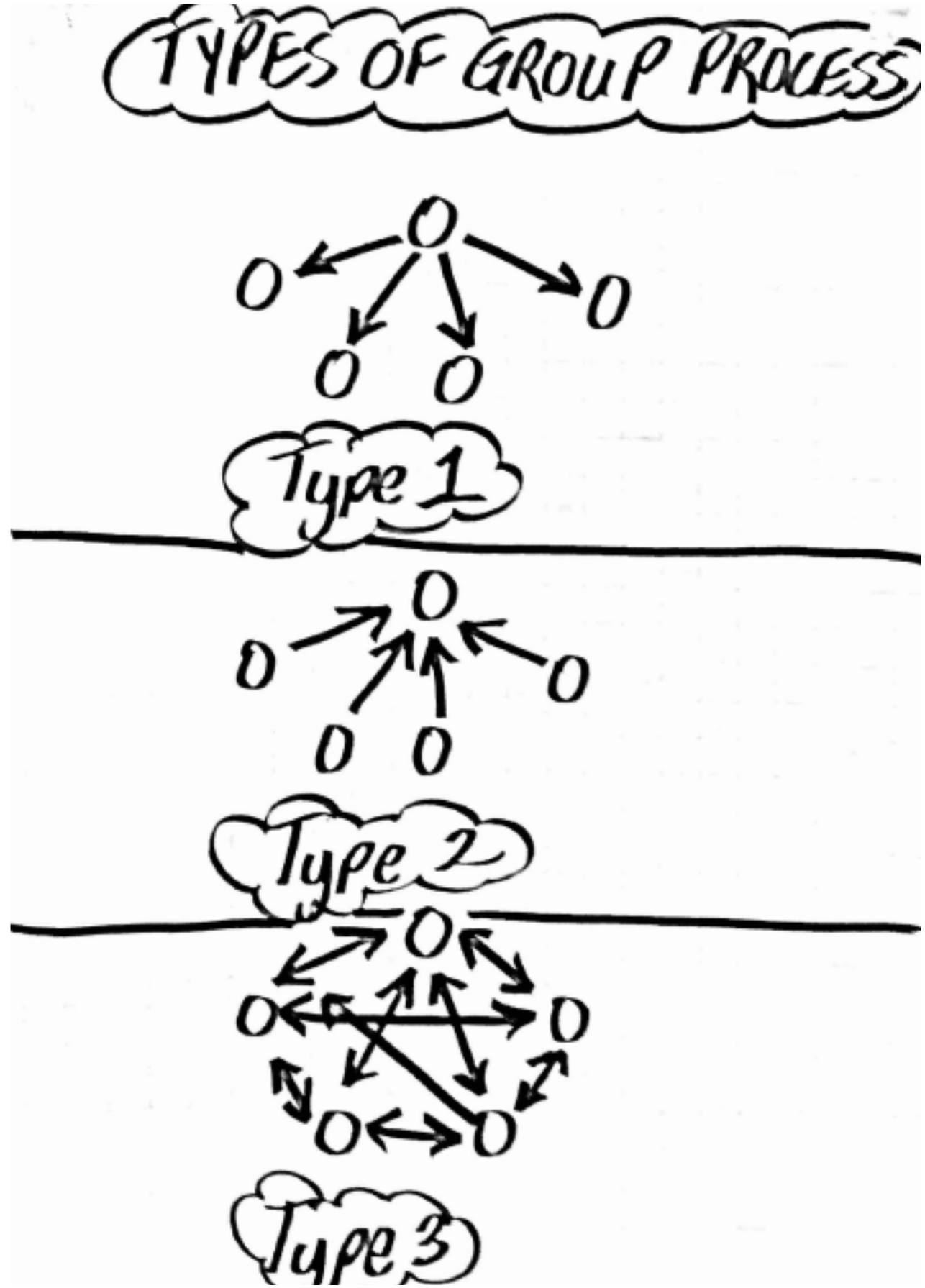
Facilitators attend to process



Three elements of a group's process

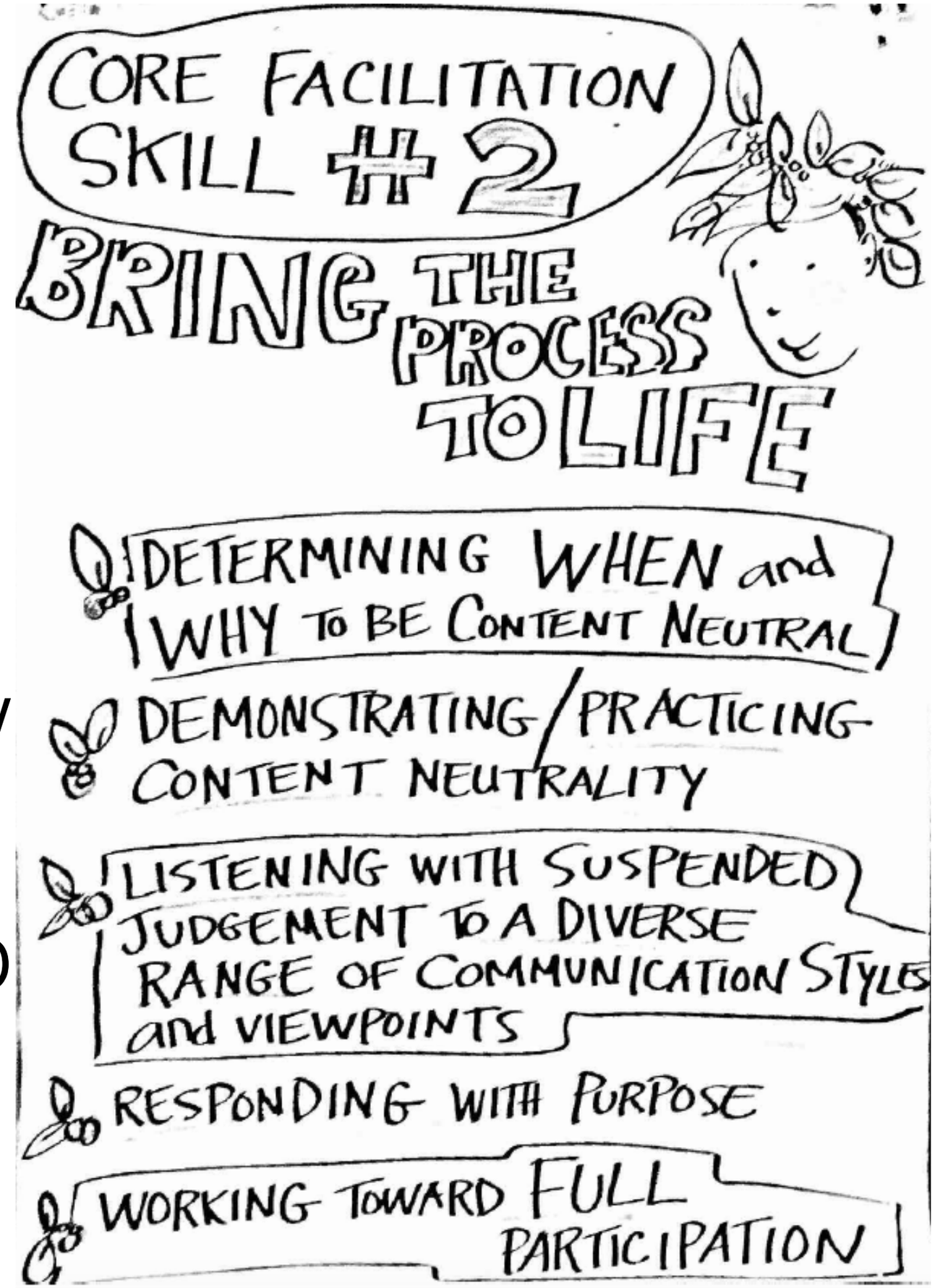


There are three ways groups can interact with each other



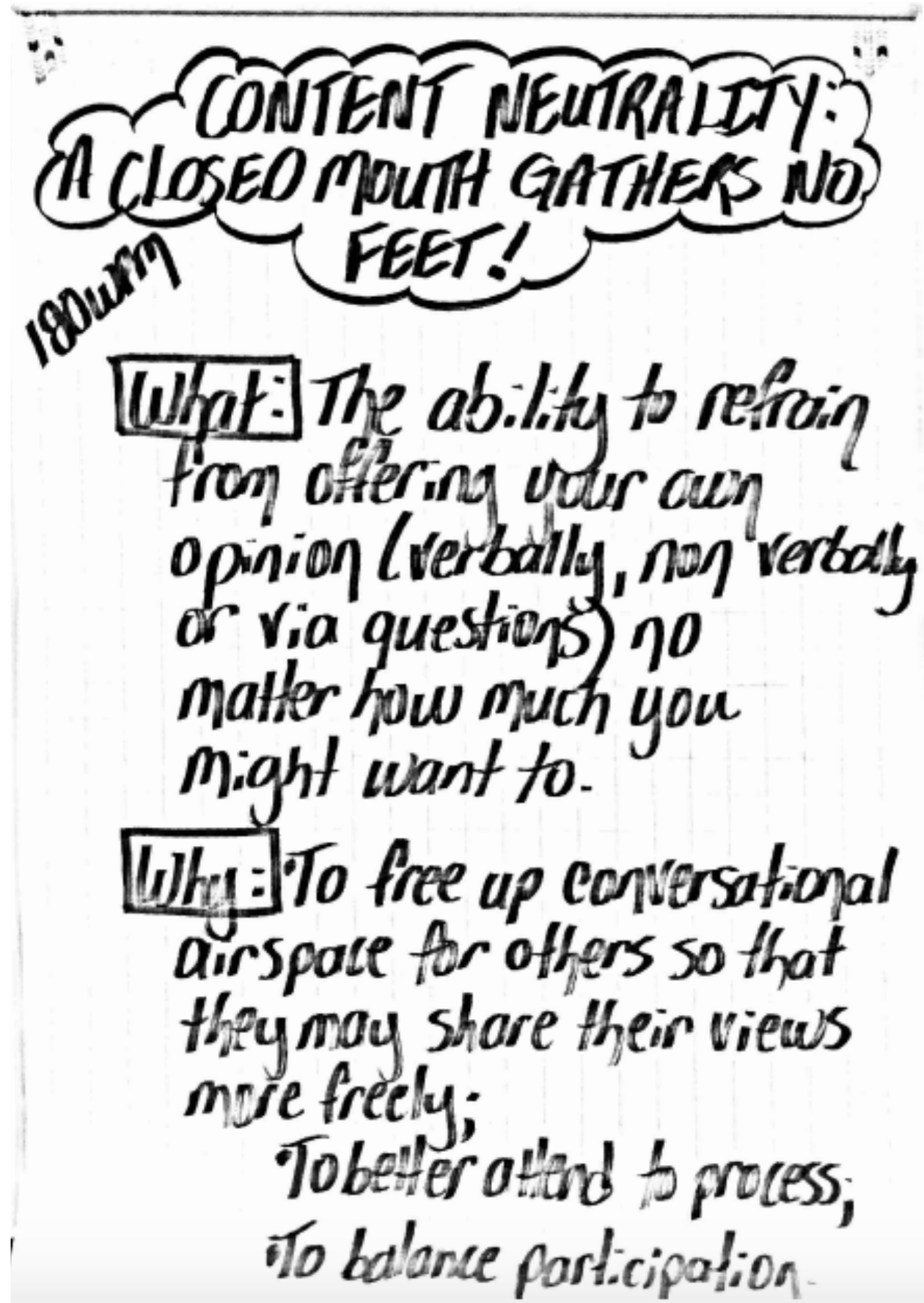
Facilitators need to be effective designers of group process

Facilitators need to possess interpersonal skills that allow them to bring participation to life

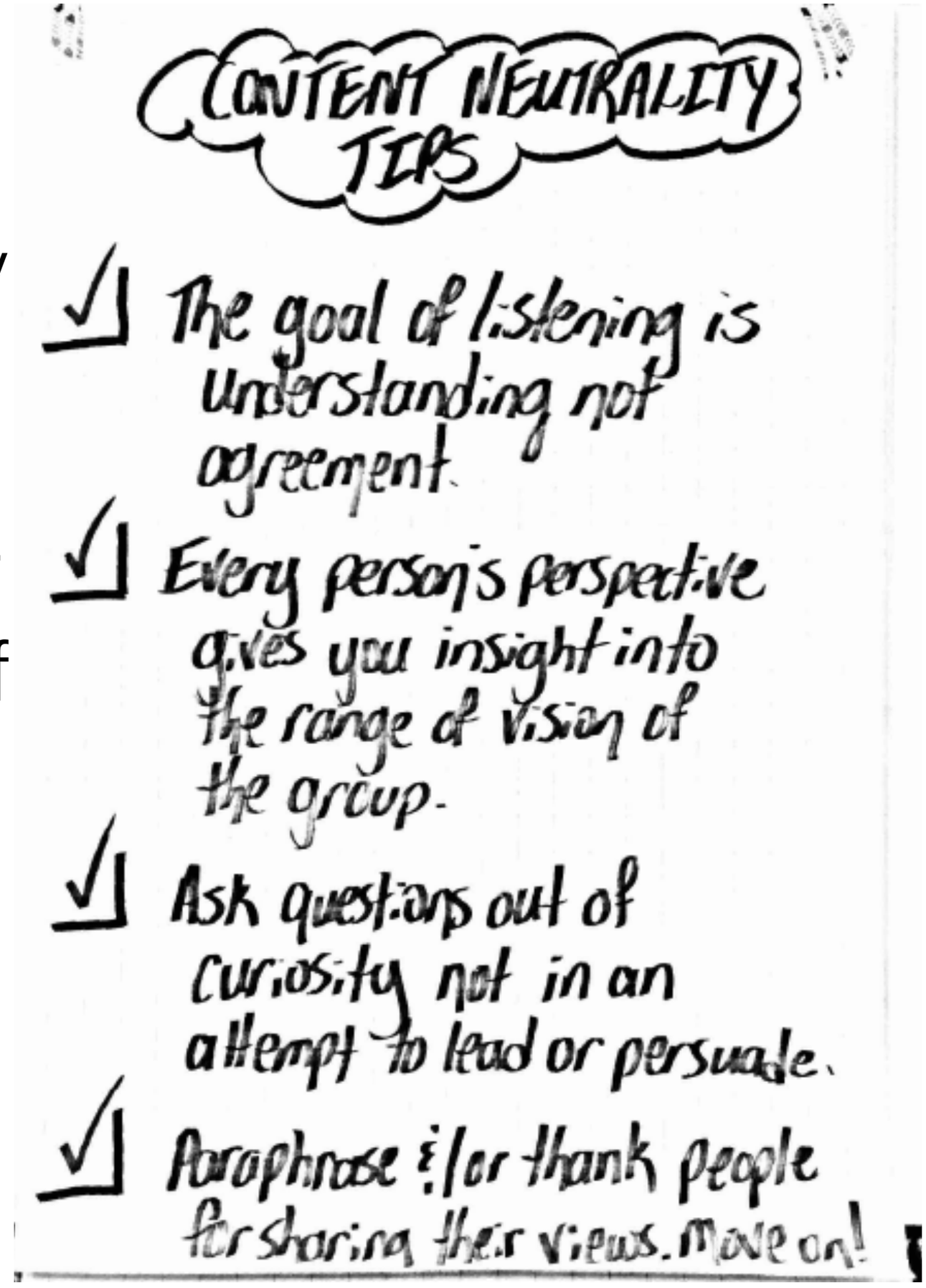


Facilitators need to be able to intervene objectively and diplomatically in a group's process

Facilitators need to possess the ability to be content neutral in certain situations

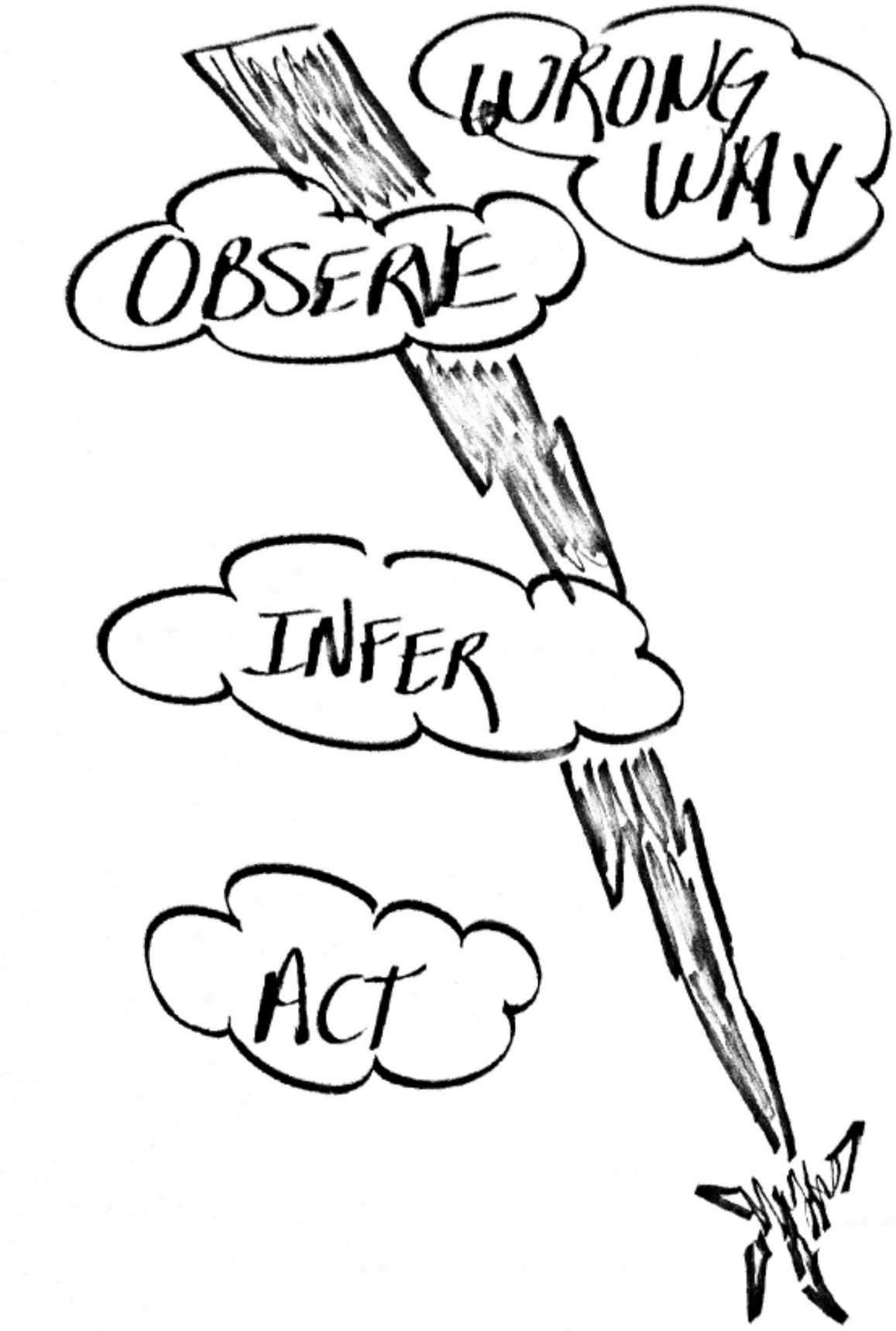


Content neutrality is essential when you want to understand other people's points of view or when you want to closely attend to a group's process



Facilitators need to be aware of their inferences and the impact they have on others

Many leaders have a 3-part intervention model and it's not a good one



We need to test our inferences before we can determine how to proceed

When we test inferences we have to be open to feedback and there are several ways to respond

RESPONDING TO FEEDBACK

- Act on it right away
- Take it to someone else who could act on it
- Act on it at a later date
- Accept the fact that you can't act on it because action isn't possible
- Accept the fact that you can't act because you're not willing to

The goal of an intervention is to invite others to share in identifying solutions and implementing them

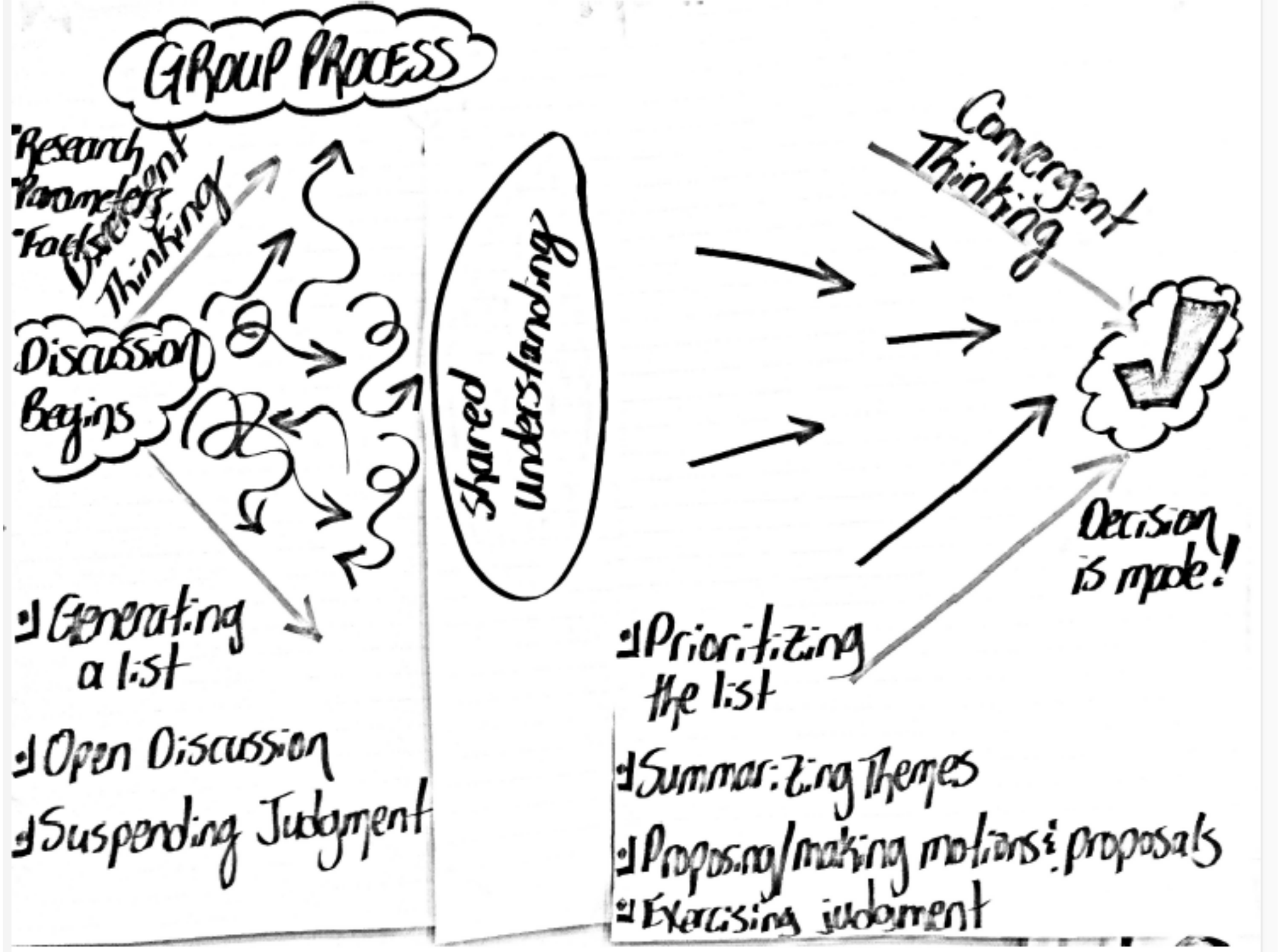
CORE VALUES

Full participation

Mutual Understanding

Inclusive Solutions

Shared responsibility



Generating Ideas and evaluating them can’t happen at the same time