



Facilitation: An Invaluable Skill Set to Achieve Organizations' Success

Sponsored by the Group on Institutional Planning (GIP)



Today's Presenters



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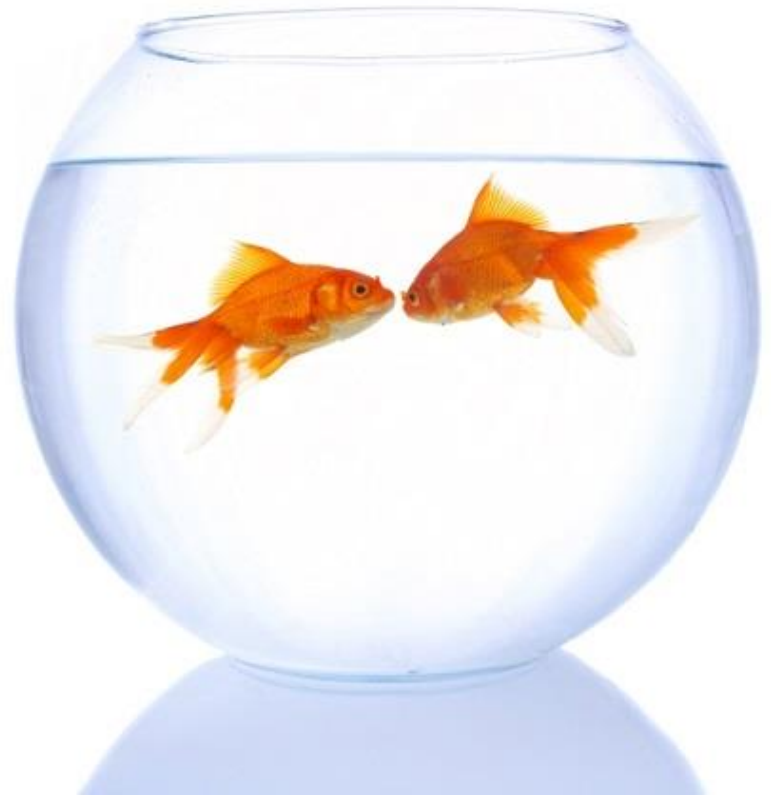
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What are you interested in learning today?



Objectives

- Design productive and inspirational meetings.
- Collect group needs and facilitate gatherings to advance the work of groups.
- Construct and deliver innovative facilitated experiences.
- Express leadership presence to drive outcomes in both small and large group settings.



Facilitator's Key Responsibility

To create a process and an environment to help a group reach a successful decision, solution or conclusion.



Be Prepared for Anything

- Be clear on the purpose and desired outcome of the meeting
- Do your homework about the group (members, history, expectations)
- Determine any pre-meeting homework
- Know your room set up and IT capabilities
- Have stuff! (post it notes, markers, note pads, tape, timer, food, etc.)



Design an Engaging Meeting

- Learner centered activities
- Opportunities for engagement and connection
- All learners need the core concepts
- Appropriately pace your agenda
- Provide variety to engage even your most timid participant



Know Who is in the Room

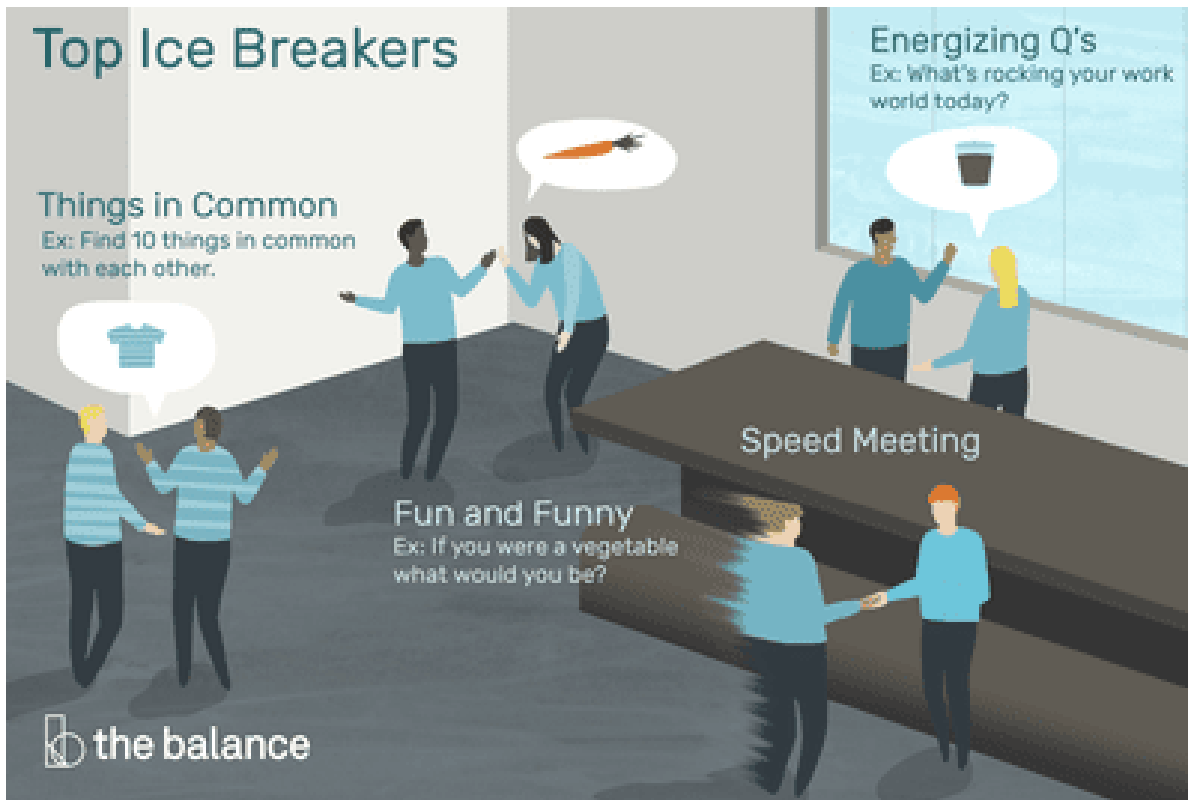
- Roles and responsibilities
- History of the team/group – other retreats/meetings they may have done



Heavy lift before the meeting even begins



Create an Inclusive Environment



- Introductions
- Ice breaker/team builder
- Point out comfort – bathrooms, food
- State expectations of inclusion at the beginning – set a verbal contract of respect and active listening to each other
- Think about your materials and how they support an inclusive environment (free from bias)
- Manage participation if needed

Effectively Set Guidelines

- Communicate the road map (where in the process are we?)
- Share your basic assumptions of the group and how they will function
- Solicit input from group on norms/rules



Give Clear Instructions

- Over communicate
- Verbal and written – and reiterate throughout
- Check for understanding





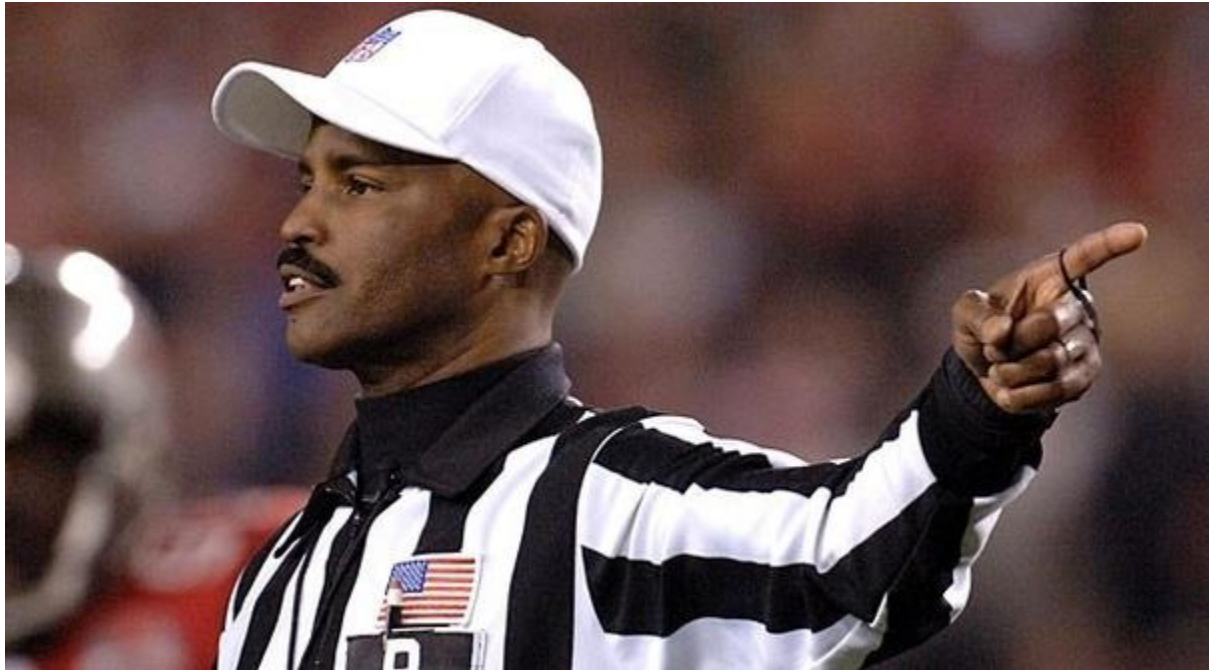
Setting expectations for the group?
vs.
Creating them within the group?

Be an Active Listener

- Eye contact
- Physically turn, look, draw attention to who is speaking
- Repeat what you hear in a neutral tone – and ask if its correct



Manage Time Like a Referee



- Set expectations on time management – then hold the group to them!
- Give warnings about time coming to an end
- Ask group about flexibility – i.e. we have a 15 minute break scheduled but I think we want more time for discussion. Ok to make it a 5 minute break and start back up at 3:30?

Gauge the Group's Energy

- Monitor content, participation – but also energy levels
- Verbalize observations –
 - “The group seems activated around this topic – this seems to be an emerging priority”
 - “The group energy level seems low – I think we need a break and regroup as to what our priorities are moving forward.”
- Monitor your own energy – the group will often reflect you



Be Flexible



- Good facilitation is about seizing the opportunities that present themselves
 - Understand when a major breakthrough has happened and build on it
 - If there is conflict in the group address it at the moment – if not it will under mind the work that you want to accomplish
- If the group comes up with a good idea that takes you off the agenda – but is aligned with priorities and goals – follow the group!

Agreed Action

- End gathering with high-level summation
- Articulate next steps
- Show gratitude



Neutral Facilitation

- Is there such a thing as a neutral facilitator?
 - Having clear goals is important and its our role to help achieve them
 - BUT – sometimes new goals emerge and the group identifies during the group process the “real work” they want to accomplish
 - Servant leader – help them go where they want to go



Questions?



Closing Thoughts

- Be clear on gathering's purpose and your role.
- Over prepare- it is better than the alternative.
- Know thy audience.
- Have your most senior leader to set the tone.
- Show gratitude and give encouragement frequently.
- Manage unprofessional behavior and move on.
- Understand potential bias.
- Stay energized for the entire meeting.



SAVE THE DATE



Strengthening the Resilience of the Academic Medicine Community

A Symposium Sponsored by the Group on Institutional Planning (GIP), Group on Research Advancement and Development (GRAND) and Group on Business Affairs (GBA)
September 5-6, 2019, AAMC Learning Center, Washington, D.C.

Learn Serve Lead 2019: The AAMC Annual Meeting

November 8-12, 2019, Phoenix, AZ

2020 GBA/GIP Joint Spring Meeting

April 21-24, 2020, Hilton Union Square, San Francisco, CA

For more information on these AAMC events, please visit: www.aamc.org/meetings/ or contact Shawn Rosen-Holtzman at srosenholtzman@aamc.org