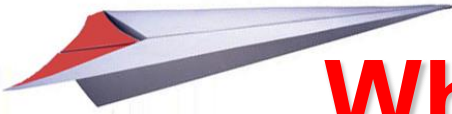


Aviation Accreditation Board International

Masterful Leader – Facilitation Skills

Elizabeth Larson

Thursday February 22, 2018



What is a Facilitator?

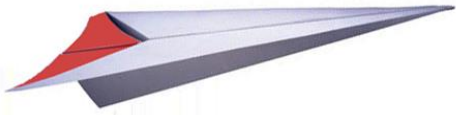
A Facilitator:

Someone who helps a group meet their goals*

One of the most important sets of skills for leaders are facilitation skills. These are the "process" skills we use to guide and direct groups of people through meetings, planning sessions, and training. #

* Merriam-Webster Dictionary

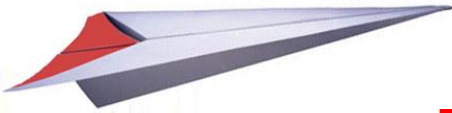
How to Lead Work Teams, Facilitation Skills,
Fran Rees
Jossey-Bass/Pfeiffer 2001



Agenda

Facilitation Skills

- **Building a Team**
 - **Working with Teams**
 - **Understanding Team Dynamics**
 - **Planning meetings for actions**



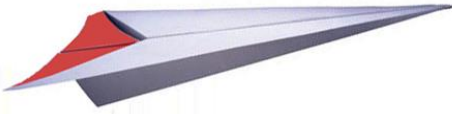
Building a Team

- Get to know the people on your team
 - ✓ strengths
 - ✓ weaknesses
- Assign roles according to strengths and weaknesses
- Be clear on timeline, agenda and expected outcomes
- Create the Culture to address issues early
- When creating a team be diverse and inclusive

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www.glasbergen.com



"We need to focus on diversity. Your goal is to hire people who all look different, but think just like me."



Leading Teams

Leading teams can be challenging and rewarding

Challenges

Diverse Perspectives

Different Personalities

Varying Motivators

Benefits

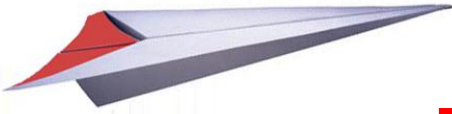
Through Review of all Areas

Shared Experiences & Knowledge

Self Motivating Team

Know what the Team needs

- ✓ Support
- ✓ Trust
- ✓ Clarity
- ✓ Take down the road blocks



Team Dynamics

Team dynamics are the unconscious, psychological forces that influence the direction of a **team's** behavior and performance.

Strong team dynamics

Team members trust each other

Hold each other accountable

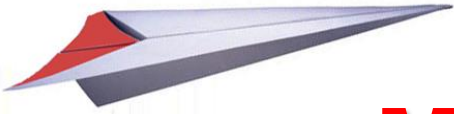
Poor team dynamics

Peoples behavior disrupts work

Poor decision making

What can leaders do to improve team Dynamics?

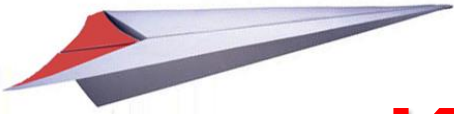
- Know your team
- Define roles and responsibilities early
- Address problems/issues quickly



Meeting for Action

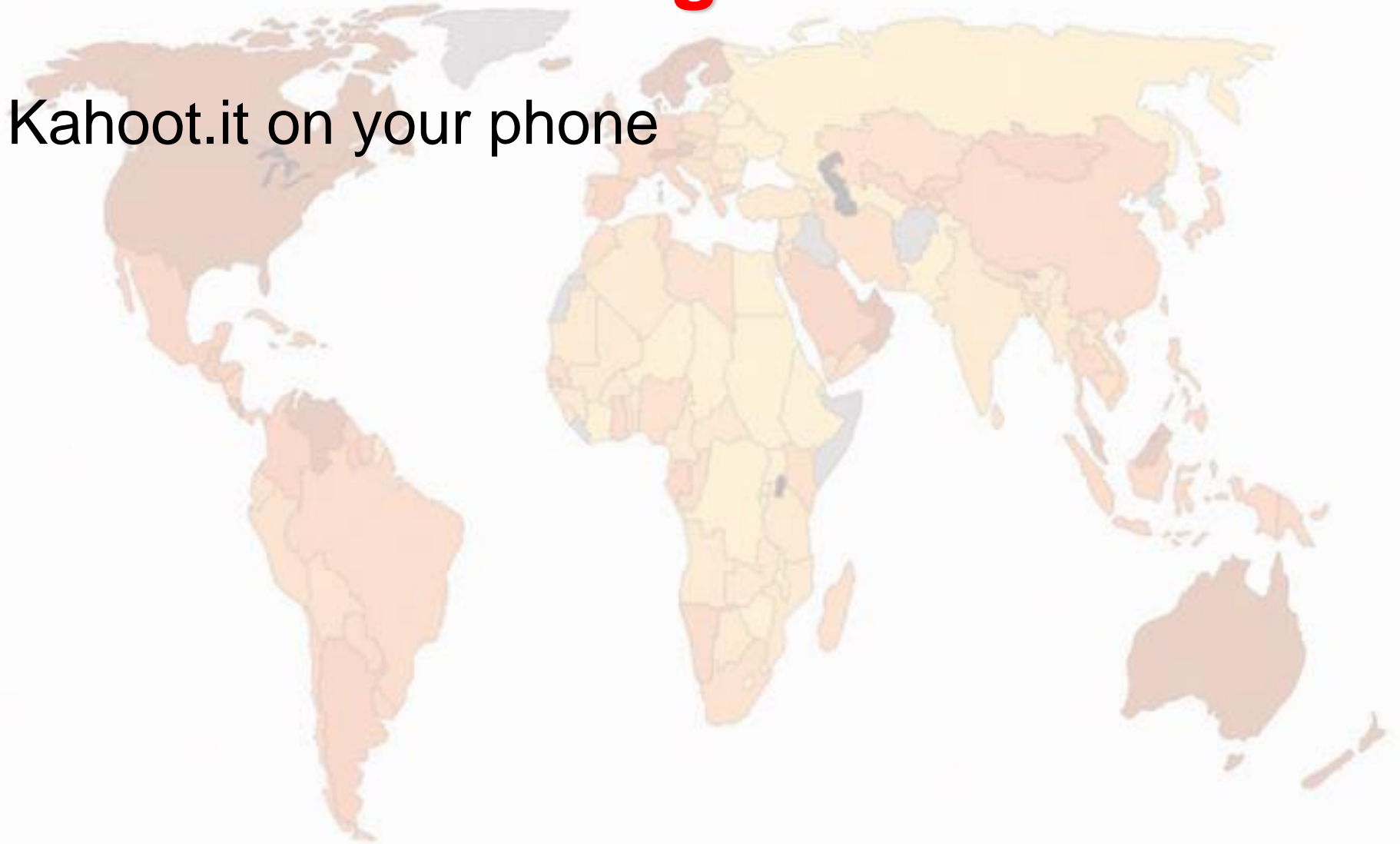
A facilitator has the most leverage on a meeting's success before a single person walks into the room

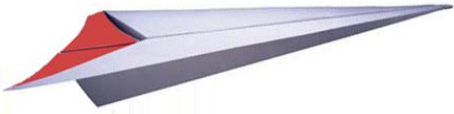
- **Prior planning** – Set objectives/expectations prior to the meeting
- **Know your role** - & let others know your role
- **Know your audience** – what are the needs/expectations of the meeting attendees
- **Know your team** - & ensure the team knows their roles in the meeting
- **Stay on time** – Keep the meeting on track and on objectives



Knowledge Check

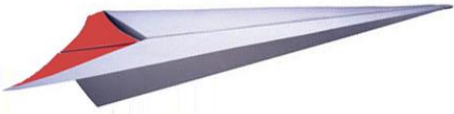
Kahoot.it on your phone





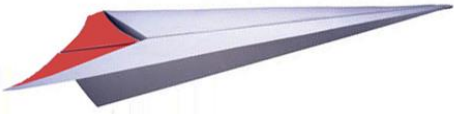
Question 1

- Which of these is a benefit for having a diverse team?
 - A. Thorough review of all areas
 - B. Someone to blame if things go wrong
 - C. Limited perspectives
 - D. The opportunity to make people work harder



Question 2

- Which of these is a way to get to know your team
 - A. Make assumptions, you have been leading people for long enough
 - B. Ask for feedback from other people
 - C. Send a survey to the team members asking for information
 - D. Have a one on one discussion with each team member

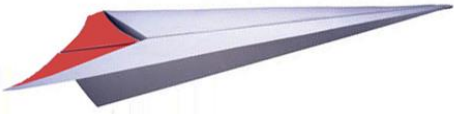


Question 3

- Having a plan in place to address team problems disagreements can improve team dynamics.

» True

» False

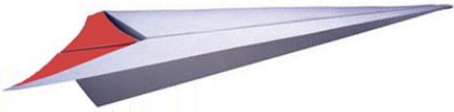


Question 4

- There is no need to let people know your role in a meeting, you are the leader they know what to expect.

» True

» False



Question 5

- Which of the following is not a preferred method for assigning tasks to team members
 - A. Strengths and Weaknesses
 - B. Ability and Skills
 - C. Preferences and Requests
 - D. They missed a meeting so they get the left over tasks



Resources

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the art of facilitation

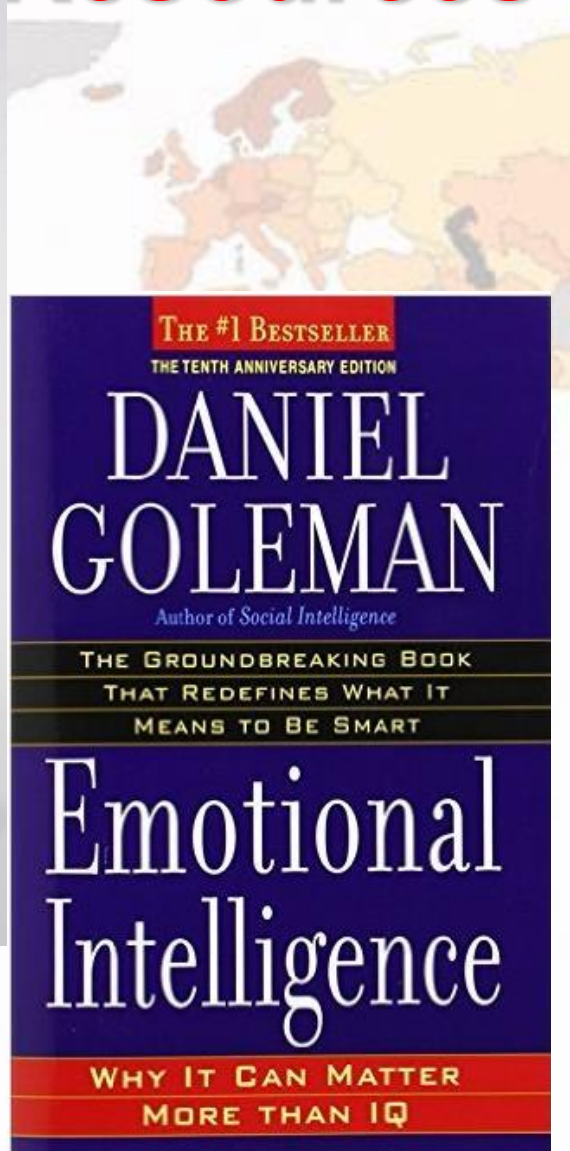
the essentials for leading great meetings and creating group synergy

Dale Hunter

with Stephen Thorpe • Hamish Brown • Anne Bailey

REVISED EDITION

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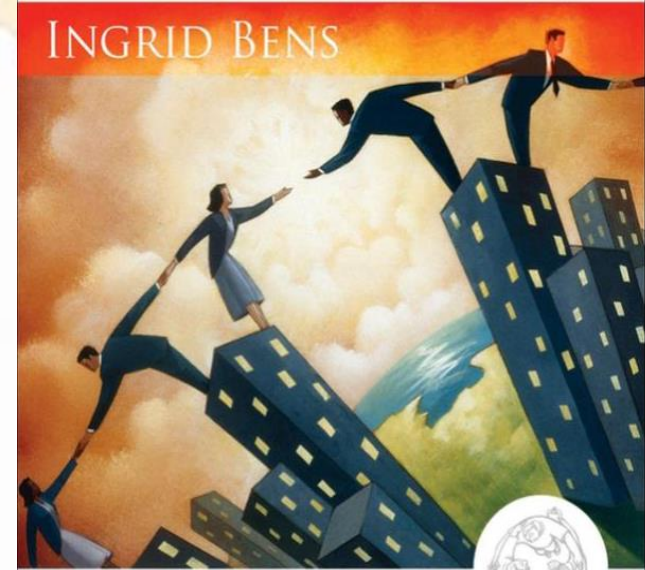


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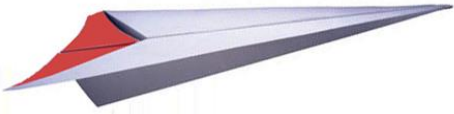
FACILITATING TO LEAD!

LEADERSHIP STRATEGIES FOR A NETWORKED WORLD

INGRID BENS



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Thank You

