Suzanne Waldron: Professional Facilitator in Human Behavioural Change

FACILITATION

Using facilitation is such an effective process to bring a group of people together, to test assumptions, thinking and realities that promotes positive inclusive engagement.

The aim for the facilitator is to build rapport and build trust as quickly as possible, in order to uncover unspoken and often difficult notions that need to be communicated openly. Ultimately to then leave the group with an agreed desired outcome that is clear and actionable.

Facilitation focuses on creating the environment for dialogue. It focuses on processes for clarifying and making decisions as a group. The group typically will do the work; the facilitator will engage them to be able to do so.

METHODOLOGY

• Suzanne Waldron is a professionally qualified master coach and facilitator, and holds a masters degree in applied coaching. She specialised in human behavioural change. Suzanne uses ontological methods, which engage people quickly; with the feeling of being valued and included in the process. This enables Suzanne to move groups of people to a resourceful state quickly – ready to solve problems effectively.

• Her strong background in facilitation has seen her working with large organisations in fostering positive cultures, understanding the importance of genuine communication skills (she is qualified in Neuro-Linguistics) and how to establish trusting authentic relationships at work. Much of her research has been in understanding how humans move from intention to action and then completion. She likes to get things done and move others to do the same via excellent communication and self-efficacy!

METHODS & TOOLS

During facilitation, adult learning and experiential learning principles apply. As with all executive group facilitation, the session is focused on helping all the team members change their own team dynamics.

On the following page a list of common methods & tools used. This is by no means an extensive list.
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• **Contracting within the team**
  - A crucial beginning to the meeting whereby ground rules are set and expectations are managed.
  - This includes a model of the well-formed outcome process. To get extremely clear on the goals and outcomes for the session.

• **Problem Based Learning**
  - Seek clarity, openly discuss, brainstorm, formulate learning objectives, work on learning objectives. Team inclusion to work together and solve problems together.

• **Neuro-Logical Levels of Change**
  - Understand personally and professionally, environmental factors, behaviours, skills, values, beliefs, identity and purpose at work.

• **Team Development Model (Whitaker & Whitaker)**
  - Collaboration, assertion, inclusion – phases include: Psychological drives, wants, energy focus relationships and behaviours.

• **Stages of Team Development – Tuckman Model**
  - Forming, storming, norming, performing and adjourning. Understanding team stages and movement.

• **Facilitation Question Strategies**
  - Seeking evidence, clarification, explanation, linking and extending, summery and synthesis.

**Toolbox techniques:**
- Brainstorming
- Rotating brainstorms
- Buzz groups
- Crossovers
- Practical experiences
- Discussion
- Peer feedback
- Reflection
- Role Play
- GROW model
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**Behavioural Intervention Models** (not limited to)

- Karpman Drama Triangle
- The OK Corral
- Transactional Analysis
- Perceptual Positioning
- Meta Perspectives
- Aligning Multiple Intelligences
- Bandura Curve

**Available Behavioural Profiling Tools**

- **iWAM (Inventory of Attitudes and Motivation.)** This tool is used for deeper work in emotional intelligence promoting further understanding of motivational and attitudinal behaviour to work. This is a very powerful and unique tool for individuals and groups.

- **Extended DiSC.** This tool is used to understand basic behavioural patterns particularly in natural styles verses a perceived need to adjust behaviour in the workplace. This is a good basic tool that helps teams to understand how they are behaving, their internal conflicts and how they can understand others preferences.

**PROCESS FOR FACILITATION**

*Suzanne can provide a more detailed scope of work if there is more than one group meeting involved. If any training or coaching is involved this can be explored further.*

**Step One**

**Pre meeting**

Suzanne will meet with the key stakeholder to understand and familiarise herself with the desired outcomes. The scope of the meeting is to understand the current state, where the stakeholder wants to take the group, and then explore why there is a current gap.

**Step Two**

**Meeting**

The actual meeting will be guided over the agreed amount of time, to start with the end in mind. Context setting, and questions such as ‘what will be achieved/different when the meeting is finished?’ will occur. A collaborative approach which will elicit the groups thinking and wants for the session,
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with the pertinent topics being about communication, openness, trust and transparency.

At this stage it depends on the way the group reacts to being in a session to talk about open communication. Many different tools and interventions can be applied.

Once it is clear where the groups thinking is, and the issues are apparent, Suzanne will use knowledge and techniques to help the team learn effective strategies and ways to keep the channels open and to build trust with each other. This may extend past the meeting to coaching or training.

**Note:** *This is a brief outline to assist you understand the general outline of supporting a group to open communication lines. More detail can be provided should a more specific scope be specified where training or coaching is required.*

**TESTIMONIALS**

“I asked Suzanne to facilitate some meetings for a group of senior leaders who were all coming together to form a new partnership. The group had representatives from 8 different organisation’s, with 8 different agendas. Suzanne did a great job of facilitating these discussions through the storming/norming/forming stage, and always maintained a strong focus on the outcomes and objectives, while also ensuring that a level of positive energy and collaboration was achieved. Suzanne has strong active listening and questioning skills, as well as an effectively disarming manner!*

*Craig Spencer Head of Community, Bankwest*

“Suzanne is an absolute dynamo whether it be one on one, in the classroom or fronting a large conference group. Her energy is infectious and her ability to engage and challenge means she always draws the most from participants.”

*Libby Atkins Manager, Dept. of Housing*