

OUTCOMES OF THIS MODULE

- Refresher on the Important Elements of Facilitation
- Peer Learning on Lessons Learnt from Facilitation Experiences
- Explore the Importance of a Facilitation Plan



What is a Facilitator?

Latin root of “facilitate” is “to enable, to make easy”

What is the difference between a Facilitator and a Leader

Facilitators are content neutral – help groups work through a process by focussing on the outcome (strategic).

Leadership is something you do to a group, while facilitation is something you do with a group.

Characteristics of a good facilitator

Calm, Confident, Assertive, Open, Flexible,
Humble, Optimistic, Positive Energy,
Articulate, Analytical, Good Listener,
Empathetic, Disciplined, Good Time Keeper,
Sensitive, Respectful, Focussed, Quick
Thinking, Innovative, Patient, Understanding,
Able to depersonalise,

Are people born facilitators or made?

Blunders that a facilitator can Make

Create an Us and Them situation, Stereotype,
Talk Down to People, Be Disrespectful, Force
a Position, Personalise the outcome

Facilitation Exercise

Your Municipal Manager/ CEO has asked you to facilitate a stakeholder workshop to test the draft IDP/ TDS with key stakeholders in your municipality.

How would you go about doing this task?

Purpose of a Pre Workshop Meeting

Determine the needs,
expectations, purpose
& outcomes for the
workshop

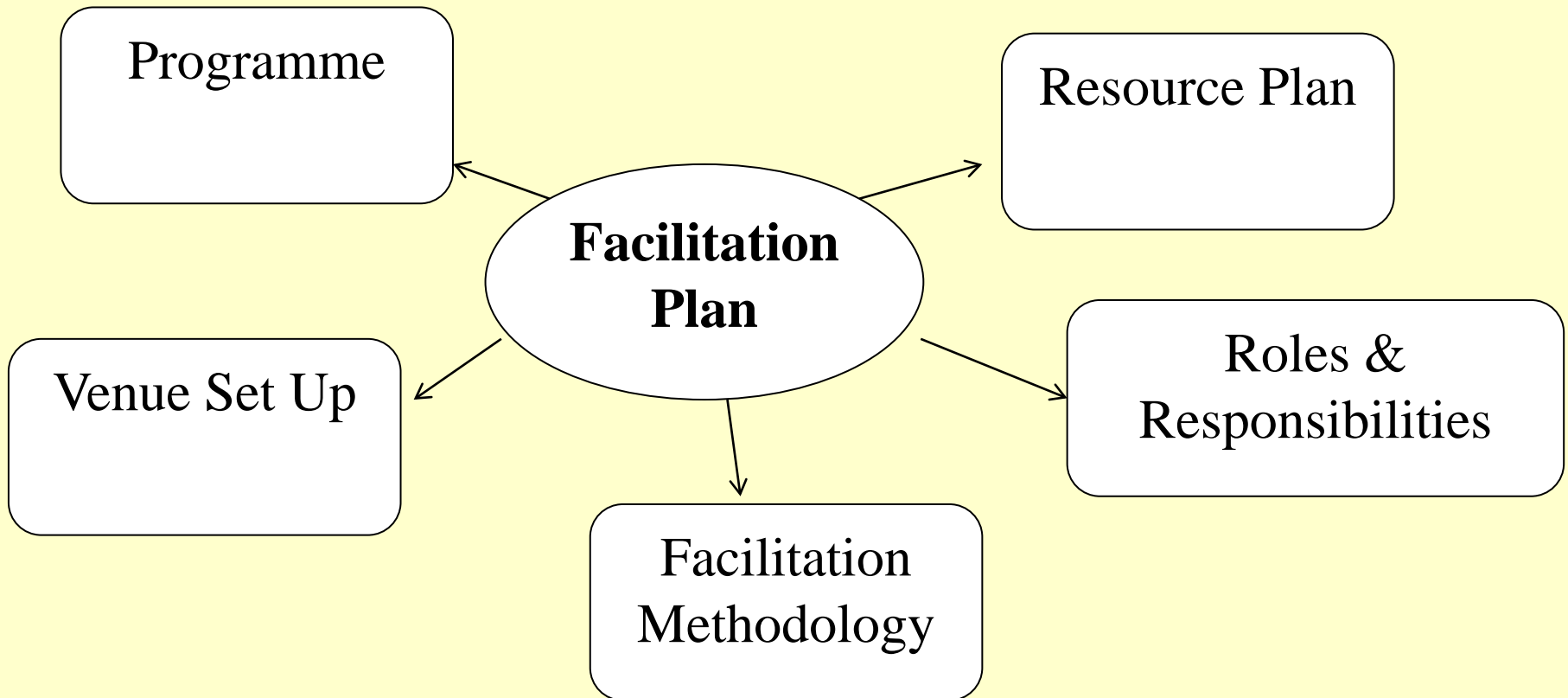
Understand the
targeted audience and
or possible group
dynamics

**PRE WORKSHOP
MEETING**

Build rapport and a
sense of confidence
with your host
department

Facilitation Plan

What is the difference between a Facilitation Plan and a Workshop Programme?



Quotable Quotes

- **Having a workshop without a facilitator is as effective as a team trying to have a game without a referee**
- **“Each of us guards a gate of change that can only be unlocked from the inside. We cannot open the gate of another, either by argument or by emotional appeal.”** Marilyn Ferguson, Educator and Writer
- **A good facilitator can help turn a bad situation around and a bad facilitator can make a good situation go bad**