

DOES MY ORGANIZATION NEED FACILITATION?

How Expert Facilitation Closes the Gap on Desired Performance

Most people are frustrated by the meetings they attend, especially half-day to three-day “off-sites”. For example, the right people are not invited to the meeting. People show up late or not at all. No one remembers who scheduled the meeting or why. Some people dominate other people, and everyone else wishes that someone would do something about it. Data and materials are not available. The meeting is too long and too boring. The leader has made a decision but calls people together in a thinly disguised nod at participation. People are not listening; they’re just waiting (or not) for others to stop talking so they can make their point. There seems to be no plan to keep the meeting focused and moving ahead. People leave feeling like their time was wasted. Two days later, everyone has a different memory of what happened at the meeting.

How Facilitation Can Help

People who work with a professional facilitator experience a different kind of meeting that ensures they are on a path leading to their intended destination. For example, the convener is clear about whether a meeting is necessary and the purpose of the meeting. A pre-meeting process verifies that all needed data and materials are available. The right people show up on time and well-prepared to contribute. The agenda is structured, yet fluid, to allow just the right amount of flexibility. Small and large group techniques ensure all voices are heard. People actually walk away having enjoyed the meeting and the process.

In a nutshell, trained and experienced facilitators can:

- rescue a meeting from chaos;
- provide an unbiased perspective;
- manage the process so participants can have experience and produce content;
- add fun while getting things done;
- ask the un-askable questions and mention the un-mentionable topics; and
- transform chaos into order.

Secrets of Facilitation Magic

Stellar facilitators are excited about managing time, energy and results. They use an integrated systems engineering approach to design transformation. They have strong competencies in all professional modes of functioning (inquirer, data gatherer, collaborator, structure provider, coach, expert, challenger, and networker). Effective facilitators also address any or all phases of client change (situation appraisal, catharsis, self awareness, self evaluation, self designed change, experimentation, and reinforcement). Qualified facilitators know that intention (the will) and mechanisms (the way) interact to produce desired results. They also continuously read and research, and when the time is right, they lay out what they know. Most importantly, they make it all about you.

Who Are The Facilitation Experts?

TSI applies proven techniques to facilitate magic for our clients. All of our work is custom-designed, based on client requirements. We facilitate individual, group, and organizational transformations in both corporate and

government settings. Our services help you focus around ten key organizational sub-systems (planning, measurement, motivation, culture, leadership, relationships, technology, infrastructure, learning, and communication).

TSI's multidisciplinary models and experience provide our clients with a framework in which to create sustainable, breakthrough improvements. Our approach has a proven track record and includes an integration of project management, relationship management, and knowledge management. We specialize in facilitating the following types of performance improvement meetings:

- Executive Alignment
- Re-organization Design
- Business Process Engineering
- Strategic Planning and Management
- Measurement System Development

At TSI, We're Committed to Results

Our experienced facilitators accelerate accomplishment by using group processes to produce what the team wants. We are committed to creating a space in time where people can notice what is happening around them and make conscious choices. Our goal is to see possibilities and generate options. Our facilitators disseminate knowledge and build skills as they craft strategies for the future by learning from the past. We keep individuals and groups focused on outcomes and results. And, we create an effective atmosphere for team growth and development.

TSI facilitates meetings and off-sites with a variety of desired outcomes, including: validating and aligning mission and vision; defining a strategic path; designing organizational structure; adopting appropriate measures and feedback mechanisms; outlining implementation plans; defining group and

individual roles and responsibilities; developing new organizational processes; and team building.

TSI's Facilitation Services

- Meeting Planning - convener, facilitator, design team, logistician
- Agenda Building - desired outcomes, desired outputs, agenda modules (what, when, who, how), and pre-work design
- Participant Preparation - interviews and pre-work
- Meeting Facilitation - manage time, energy, results
- Participant Management - personality differences, difficult behavior, active involvement of all attendees
- Meeting Documentation - complete recording and reporting

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