



open the door... to opportunity!

Team Dynamics and Facilitator Competencies

Segment	Elements	Process
The Group Process	Group Dynamics Analysis Group Roles Hidden Agendas Conflict Management	Why is it hard for groups to reach consensus? What role do I usually assume in a group? Does everyone have a hidden agenda? What are the best ways to handle conflict?
The Best Group Models	The Rational Model The Political Model The Process Model The Garbage Can Model	Are certain models more effective for specific problems or businesses? What are the advantages and disadvantages of each model? Can a business use more than one model as their problem-solving guides?
Safe Communication Environments	Common Goal Recognition Freedom to Brainstorm Rules to Reduce Negativity An Empathetic Environment	How do leadership and staff recognize common goals? How do we eliminate criticism while brainstorming? Why do groups naturally complain about the leadership? How can we come together with understanding?
Seven Strategic Steps to Group Success	Step One: Define the Need/Problem and Establish an Understanding	What can you see that causes you to think there is a problem? Where, how, when, and with whom is it happening?

	Step Two: Identify Potential Causes for the Need/Problem	Should everyone in the group state their opinion? Is secret ballot better? How do we flush out the causes?
	Step Three: Set Criteria That Will Resolve the Problem/Satisfy the Need	What elements must be incorporated into a solution in order to really solve the problem? What is the best process to develop this criteria?
	Step Four: Use Idea Generation Techniques (Brainstorming, Nominal Groups, Delphi Methods, Focus Groups, Metaphorical Thinking) to Select An Approach to Resolve the Problem/Satisfy the Need	Which idea generation techniques should we use? How do you know which approach will work in the long run? Is this solution realistic and affordable? Do we have the resources and time to implement this?
	Step Five: Make an Action Plan to Implement the Solution	What will the situation look like when the problem is solved? Do policies or processes need to change to solve the problem? Who implements the plan?
	Step Six: Monitor Implementation of the Plan	What are the time parameters of this plan? Do we abandon or change the plan when road blocks appear? Should we question the effectiveness of the plan if resources dwindle?
	Step Seven: Verify the Resolution of the Need/Problem	How can we avoid this kind of problem in the future? How can new understanding provide us with new skills? Should we have a written summary?

<p>Facilitator Competencies</p>	<p>Organizational Skills Ability to Listen for Understanding Non-Verbal Messages Question Without Instructing Conceptual and Systemic Thinking</p>	<p>What pre-meeting work should I do? How much should I talk? When should I jump in? How do I keep the process moving? How can I help facilitate a consensus?</p>
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