

What is Facilitation Service?

Albert Einstein commented that 'the significant problems we face cannot be solved by the same methods that created them'. If you want to develop new products, processes, markets or simply find a new way of approaching familiar tasks or operations it's not just a matter of gathering the right people together and hoping for the best.

Assembling the right people is the starting point, but often they need help to stay on track, to focus on the essential parts of the problem or issue, to overcome barriers or to develop innovative approaches. This is where an external facilitator can be so helpful.

The external facilitator brings a wide range of tools or techniques to apply appropriately as the team works through a structured problem-solving methodology. The external facilitator, not constrained by internal politics, or 'baggage' from earlier failed enterprises, can ask the 'naïve' questions which so often can lead to innovative or creative solutions.

The Process...

The consultant will meet with the event sponsor and/or key stakeholders prior to the workshop to clarify expectations and prepare any specific input. The facilitator's role is supportive and reactive, using techniques as appropriate to

- keep participants focused on desired outcomes
- help achieve consensus
- ensure full participation on the part of all present
- draw out the main themes of the discussion and clarify specific points
- help resolve (potential) conflict

Your choice of Consultants

Linda Richardson MA MCIPD

Linda has an impressive track record as a specialist in personnel development, management and communication skills and has worked in the public, voluntary and industrial sectors throughout the UK. A qualified practitioner in NLP, she is highly regarded as an events facilitator for meetings, team building and strategy development. Linda also tutors students studying for membership of the Chartered Institute of Personnel and Development through Open Learning.

Tony Bray

Tony has over 20 years of practical management experience gained with BT and the military. A Sandhurst graduate, he served as troop commander in the Royal Corps of Transport before joining BT. His experience ranges from customer service to managing over 350 call centre staff, and teams processing national statistics. Tony has designed and managed the implementation of diverse core management training programmes. As a freelance writer, he has produced a number of best-selling business books and highly successful training packages.

Case Studies

Company A – Two teams of specialists were about to merge and were facing a variety of challenging issues. Operational aspects of the reorganisation were complicated by some intense interpersonal conflicts. A one-day session, facilitated by Tony, enabled them to see their way through the structural issues whilst allowing the personal conflicts to be openly discussed for the first time, thus opening the way for resolution.

Organisation B – A Higher Education Institute needed to find ways to adapt to a series of significant and extensive changes they were facing. Linda worked closely with the sponsoring team, conducting a communication audit and designing a team building event which enabled them to bring their Strategic Plan to life and address in an open and productive way issues that were preventing them from moving forward.

Company C – One of the UK's leading FMCG companies was reorganising the production facilities at one of its food factories. To gain the full commitment of the 900-strong workforce Tony worked with the management team to design and facilitate a series of three-hour communication sessions. The three sessions were delivered in 24-hours and enabled the workforce of all three shifts to openly discuss their concerns with the management team, which secured their commitment to the proposed changes.

Follow-up Service...

Your facilitator will conclude by drawing together the essential outcomes of the meeting/event thereby enabling participants to develop action plans for immediate implementation. An additional service of Report Preparation together with Recommendations, may be offered if desired.

