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Welcome back. Before we jump to facilitation tools and best practices, let's take a step back and define facilitation. Facilitation is the art of unlocking the intelligence, insights, and creativity of people. Individuals and teams possess a breadth of knowledge and a high potential for creativity. These typically lie dormant until a group meets a great facilitator, who can reveal and unfold this knowledge and creativity. A great facilitator understands individual and group psychology and possesses the tools for unlocking people's potential. I like to compare a great facilitator to a therapist, somewhat jokingly. The facilitator serves as a guide, as people on a team resolve emotions, complicated dynamics and other things that most likely have never been addressed at the team level before. Facilitation enables learning, collaboration, reflection, and commitment in organizations. If people don't participate and develop a buy-in for change, the implementation of change will most likely fail. By energizing and focusing on people's creative energy and intellectual capital, we can create high-performing teams and organizations. The best way to apply facilitation tools and techniques are in meetings. There are over 25 million meetings a day in the United States alone and no more than 37 percent of them are well-organized. According to Doodle's 2019 State of Meetings Report, the cost of poorly organized meetings in 2019, exceeded 399 billion in the US. This goes to show effective facilitation can not only make your teams and organizations more productive, it can also save money by decreasing the number of unnecessary meetings. It's a win-win. In the next video, I will share tools and techniques for facilitating your remote teams. I'll see you there.