

The Facilitation Training

EASOM Summerschool

30.8. – 1.9.2012

Akademie für Arbeitsmedizin und Gesundheitsschutz
an der Ärztekammer Berlin

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Core elements of moderation

- **Moderator**

Has to be neutral

Is responsible for the process, not for the content
does not judge

ensures that everyone is allowed to have a say

ensures adherence to the time frame
(possibly two moderators)

- **Visualization**

both the general context and details are visible at any time for anybody

This method refreshes the memory

It focuses attention

it retains the red thread

Core elements of moderation

- Questioning Techniques
wording of the questions should be

short

understandable

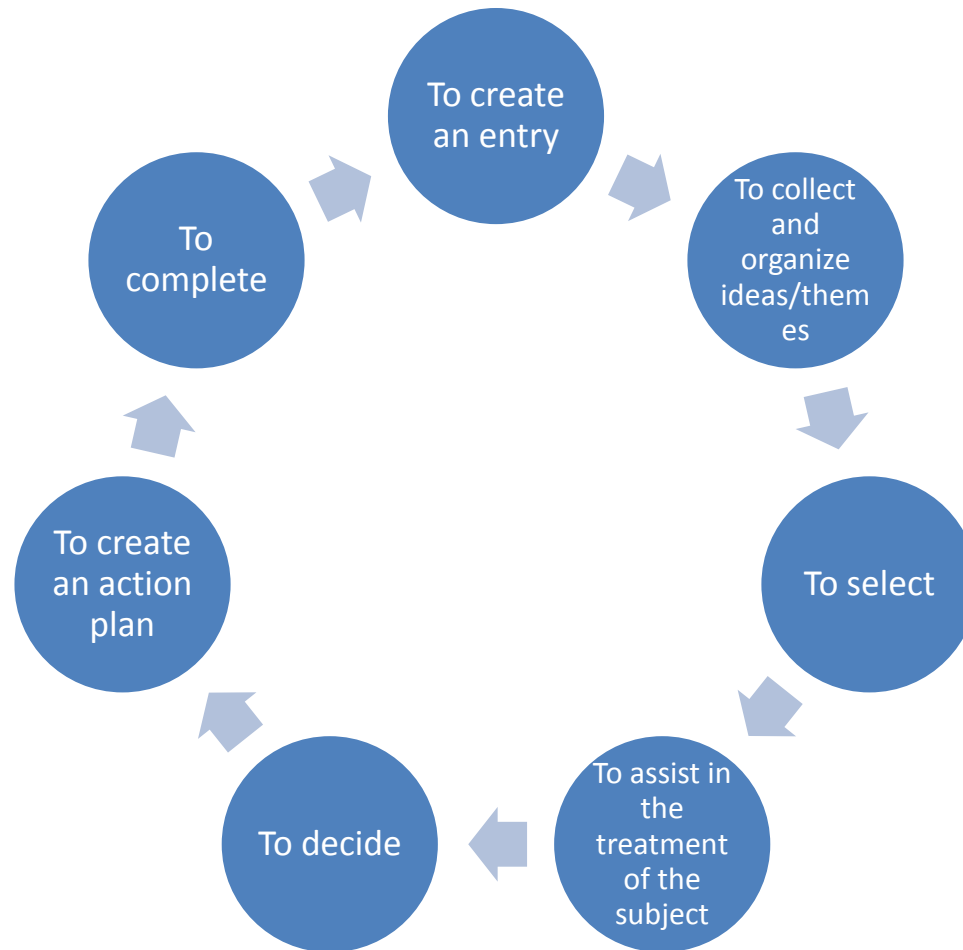
constructive

in writing

Response options vary

targeted questions

Typical Process



to create an entry

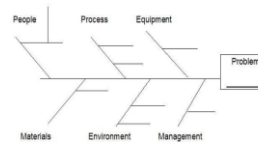
- Introductory Matrix
- Couple Interview
- Entry question
- Expectation query
- Mood barometer
- Agenda

To collect and organize ideas / themes

- Maps Query
- Acclamation query

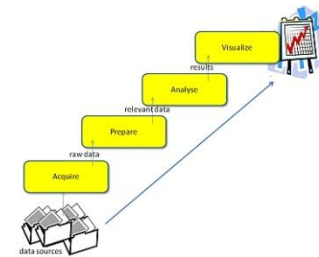
To select

- Mind Mapping
- Pro / Contra
- Four-field method
- „Fishbone" diagram
- Schedule



- To assist in the treatment of the subject

Schedule to visualize processes



- To decide

Vote

(show of hands / fingers / points)

Facts and Figures

Decision Matrix

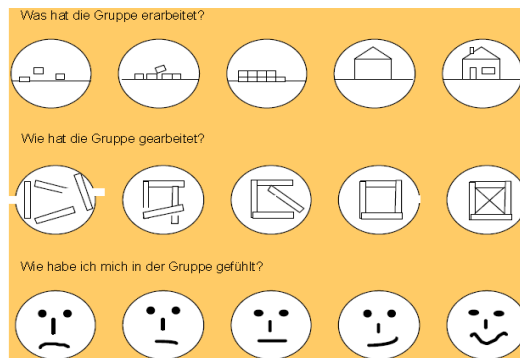
Decision Matrix						
Responsibilities	Information Handling Team	Right Craft	Information Trust	Healthy Grid	I	Others
Advocate for a solution and communicate details and ROI to the group	I	A	R	C	C	I
Review group for the group, only leader participate, only leader	I	I	A	R	I	I
Only "Share a Solution" Point	A	I	R	C	I	I
Division of Technology and/or, decision on options, not final only	I	A	R	C	C	I
Responsible for the information and information member	I	I	A	R	I	C

I=Responsible. Both that makes the decision based upon representation. Only use "I" for any decision
A=Advocate. "Normally" represents decision. Only use "A" for any decision.
C=Control. Roles that should be considered before a decision is made. Provide input but do NOT make decision.
Others. Roles that need to be addressed (IT/HR) in decision or make. NOT involved in decision making.

- To create an action plan



- To complete



What has the group developed?
How has the group performed?
How did I feel in the group?

Advice for giving and receiving feedback

- Provide Feedback
concrete
only positive
Offer suggestion (if possible)
- Accept feedback
no justification
Take Feedback as a gift
Decision whether one wants to is with the
feedback recipient