

Mastery in Deep Facilitation

Canberra 1-2 Nov 2010
Melbourne 4-5 Nov 2010

For executives, HR and OD and L&D specialists,
consultants and facilitators who want to improve the
effectiveness of their work with groups

2-day technical & experiential workshop

Further information & registration:
www.rushall.com.au/deep



PSYCHOLOGY OF GROUP DYNAMICS: THE INTERPRETIVE FRAMES

- Tavistock framework of group dynamics
- Kleinian framework of inter-personal interaction
- Heifetz & Linsky's *balcony and dance* framework
- Argyris & Schön's *model I / model II* framework
- Stacey's *close to certainty / close to agreement* framework
- Wheatley's *green line* framework
- The unconscious defensive routines in groups
- The social defensive routines
- The critical engagement role of disclosure and feedback
- NLP positioning skills

ESTABLISHING YOUR AUTHORITY AS FACILITATOR: TOOLS AND TECHNIQUES

- Confidentiality
- Opening salvos
- Respectful inquiry
- Paying attention
- When to acknowledge discomfort and cynicism
- Establishing physical and time anchors to support the disappearance of other structure
- Boundary management: what it means to be in role and how you can be seduced out of it

READING THE GROUP / READING SELF

- Transference and counter-transference: the basics
- The data available to you by understanding projection and projective identification
- Understanding and using *affect*

ASSESSING THE LIMITS OF YOUR PERMISSION TO ACT

- Is everyone in the room yet?
- Who's looking where?
- Constructive confusion (vs unconstructive defensiveness)
- Unconscious signifiers of group progress and cohesion
- Assessing and responding to physical, emotional and cognitive rhythms within the group

WORKING WITH DIFFICULT GROUPS AND INDIVIDUALS

- The role of interpretation
- Holding the frame
- Valency: when a group goes feral
- Using the group to defuse individuals
- Depersonalising: making the issue *the issue*
- Moving it off to the side
- Using the physical space as a constructive resource
- Time bandits, narcissists and vocal non-believers

THE ROLE OF STRUCTURE AND SEQUENCE IN BUILDING TRUST AND ACCELERATING FEEDBACK

- Early disclosure as a test of willingness in the group
- Intact organisational groups vs mixed organisational groups
- Single-organisational groups vs mixed public groups
- The anxiety / disclosure / breakthrough curve: critical timing
- 4 key disclosure tools: from light to significant
- 4 key feedback tools: from hallucinations to good data

SURFACING AND WORKING THROUGH DIFFICULT ISSUES

- Timing is everything: early flag and later immersion
- Open or closed: confidentiality and protection
- Working with themes
- Establishing protocols
- Looking to behaviour change: *totems and taboos*
- Connecting to feedback and re-entry

MANAGING THE INTERPLAY OF PROCESS AND CONTENT

- Understanding the anxiety / opportunity curve
- When to suspend overt content and deal with the dynamics
- What part of the facilitation process to explain
- Holding up the mirror to illuminate the interplay between process and content

GETTING THE PHYSICAL SETTING RIGHT

- Using the space to influence and contain group dynamics
- Exercise, exercises and breaks as tools not just time fillers
- Creating and reinforcing physical anchors in the room

IN OUR WORKSHOP

- Instruction, case studies and experience sharing
- Debate and dialogue
- Experiential exercises and real-time modelling
- The group assembled as a data source for learning