Facilitation Styles – John Heron

**Authoritative Interventions**
- **Prescriptive**: Give advice, direction
- **Informative**: Give information, instruction
- **Confronting**: Challenge behaviour, attitude

**Facilitative Interventions**
- **Cathartic**: Help understand, express, overcome emotions
- **Catalytic**: Help reflect, discover, learn
- **Supportive**: Build confidence, praising
Ice Breaker

Discuss with your neighbour how to intervene when:

1. A colleague says they are afraid to present at a meeting
2. A stranger asks you the time
3. Your friend tells you they have lost their job
4. Your child runs into a busy road
5. A team member asks how to get a promotion
6. A colleague will not appoint an applicant based on their ethnicity
“Standard” Coaching Model – 1GROW

<table>
<thead>
<tr>
<th>Issue</th>
<th>What is the issue?</th>
<th>Catalyst or cathartic?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>What goal do you want to achieve?</td>
<td>Why? Care: You might get your wish!</td>
</tr>
<tr>
<td>Reality</td>
<td>What is the reality today?</td>
<td>Why does this reality exist?</td>
</tr>
<tr>
<td>Options</td>
<td>What could move you toward your goal?</td>
<td>What else?</td>
</tr>
<tr>
<td>Wrap up</td>
<td>What will you actually do?</td>
<td>Make this SMART!</td>
</tr>
</tbody>
</table>

SMART

When agreeing actions, objectives or goals:
Make them SMART

- Specific
- Measurable
- Achievable
- Relevant
- Timed
- Specific
- Measurable
- Aligned
- Realistic
- Timed
Choosing your victim(!)

<table>
<thead>
<tr>
<th>Will Benefit</th>
<th>Won’t Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can’t</td>
<td>You can</td>
</tr>
</tbody>
</table>
Extremely Open Questions

- Closed Are you well?
- Open How are you?
- Extremely open What’s going on?

- Closed Did that meeting make you feel frustrated?
- Open How did you feel following that meeting?
- Extremely open How is all this stuff making you feel?

- Closed Do you want chicken for tea?
- Open What do you fancy for tea?
- Extremely open What cross roads are you at?

Feedback – SBI

Situation
When we were in the meeting with Bill on Tuesday…

Behaviour
…you said “Bill, your idea is ridiculous!”…

Impact
…and that made me feel uncomfortable.
Core Qualities 2

Core Quality
Organised  Overplayed  Pitfall
Control freak

Positive Opposite

Allergy
Woolly  Overplayed  Challenge Quality
Flexible

Positive Opposite

Core Qualities – Now you try

Core Quality  Overplayed  Pitfall

Positive Opposite

Allergy  Overplayed  Challenge Quality
Final Word

Tools and models are useful but...

...the most important thing is...
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