

# Facilitation services kit



## For organisations

Sometimes your team doesn't need more information to become engaged. . . they just need to work together better and make the most of the existing knowledge they have. This is where someone outside the organisation can often be required to ensure that the group stays on track and addresses the important issues. An external facilitator can also bring with them a range of ideas from other industries and organisations that can enhance the process.

Some of Let's Grow!'s corporate facilitation clients include Michael Hill Jewellers, WorkCover QLD, Australian Bureau of Statistics, QLD Department of Child Safety, Carina Youth Agency, Katrina Christ Photographers and Blackburne Jackson Design.

### Leadership strategy

- Developing a leadership succession plan
- Recovering from a leadership crisis

### Engagement strategy

- Creating a culture of engagement
- Re-engaging a disengaged team

### Generational strategy

- Managing generational transition
- Attracting and retaining the generations

## For community groups and associations

Working in community groups or professional associations means collaborating with a range of stakeholders in both the public and private sector. In order to gain the maximum benefit from these relationships it can be helpful to meet and discuss issues. Having an external facilitator to guide the parties through the process can ensure that valuable time and resources are channelled into the most effective and appropriate activities.

Some of our recent clients in this area include QLD Furnishing Industry Association, QLD Youth Industry Links Scheme, Gympie Shire Council and the Western Downs Community Network.

### Government liaison

Assisting local, state and federal government agencies to communicate with community stakeholders to reach agreement on assistance programs, gain input on new initiatives and resolve disputes.

### Young leaders forums

Helping associations to reach their young members by establishing a forum for them to get involved and become ready to assume leadership positions.

### Schools and business partnerships

Linking together educational institutions with local job providers to provide work placement opportunities that benefit everyone involved.

**To find out more contact Karen Schmidt on 0411 745 430  
or [karen@letsgrow.com.au](mailto:karen@letsgrow.com.au)**

## How it works

When Karen agrees to take on a facilitation assignment she likes to ensure that she has a full understanding of the background, issues and individuals involved. This way you can be guaranteed that the outcome of the event will be of the highest standard.

She sees her role as covering 3 important aspects:

### Pre session briefing

- Gathering background information on the history, objectives and issues that are relevant to the event
- Meeting with all parties jointly and/or independently to determine the various perspectives that need to be taken into account
- Communicating with all participants so they know what to expect on the day
- Understanding the role of any dignitaries and officials who will be present on the day
- Liaising with meeting planners and venue managers to ensure the logistics are conducive to the event

### On the day

Karen's facilitation style has been described as firmly but friendly. She is able to deal with challenging situations and personalities in a calm and professional manner. From the start of the event where she sets the scene and outlines the guidelines through to the action planning phase at the end of the day, you can be assured that Karen will:

- Follow the brief as agreed with the organisers
- Ensure the real issues are discussed
- Deal with any sensitive topics
- Keep the group on track and on topic
- Make sure everyone has an opportunity to be heard
- Lead the group through an action planning phase

### Debriefing and follow up

Once the event has concluded, Karen will prepare a report outlining the key results of the day including recommendations on the next steps to be taken. This report will be forwarded to all interested parties for review.

Karen highly recommends having a shorter, follow up session once enough time has passed for at least some of the action steps to be implemented and further research to be done.

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