Meeting together.

Fostering voice, clarity, connection and power.

Tim Muirhead

WARMING UP….
With someone you don't know

1. *What I love about the work I do…*

2. *I think some features of a good meeting are…*

3. *A few challenges I have in facilitating meetings….*

Getting the Groups right

- ✓ **'Comfortable/Safe' Groups?**

- ✓ **Mixed groups? (Across organisations, experience, locality, 'cliques' etc)**

- ✓ **'Shared experience/interests' Groups?**

- ✓ **'Issue focused' groups.**

Getting the Groups right

'Birds of a Feather'?

Is your main interest in exploring how to facilitate meetings of:

a) **12 or less?**

b) **13 – 25?**

c) **26 or more?**

'Mixed groups' (eg geographic, team, experience, age nationality, etc)

How often have you facilitated/chaired meetings over the last 6 months? (excluding internal team meetings)

➢ **From 'Never' to 'weekly or more'**

(Remember – a fresh eye can be more useful than an old hand)

Think about:
Real life examples.....

	'Team' / Committee	'Professional strangers'	'General Public'
'BIG' MEETING (EG – 26 OR MORE)			
MEDIUM MEETING (EG 13 TO 25)			
SMALL MEETING (EG – 12 OR LESS)			

Thinking of meetings you have attended, what are:

a) Features of really <u>effective</u> meetings?

b) Features of really <u>bad</u> meetings?

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1.   THE SILENCE!!! (2 Minutes)

Write as many (1 – 5 word) answers (in two lists) as you like

2.   APPOINT A SCRIBE

3.   ROUND THE TABLE (5 mins)

- One person at a time, give <u>*one*</u> answer from your lists
- Do <u>not</u> repeat answers already given.
- Write the answers in two lists on Butchers paper.
- Keep going round till everyone has said 'pass'
- <u>Then</u> discuss any you want to.

BEYOND THE 'SHOPPING LIST'

What are some of the <u>most important</u> features to achieve or avoid?

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1. <u>EACH PERSON</u> PUT 5 "DOTS" ON THE POINTS <u>YOU</u> (personally) THINK ARE MOST IMPORTANT FEATURES TO ACHIEVE OR AVOID.

2. AS A GROUP, DETERMINE <u>*UP TO 4*</u> PRIORITY 'FEATURES OF EFFECTIVE MEETINGS – 10 words or less: each priority on a separate A4 SHEET.

   (Could include positives, to achieve and negatives, to avoid)
   You could:
   - pick the ones that got the most votes
   - group a few
   - restate some points
   - bargain, cajole, etc.

3. PUT THEM ON WALL, GROUPING THEM WITH SIMILAR

Thinking about the process…..

What are the *strengths* of this process?

What are *weaknesses or limitations* of this process?

Effective Group Meetings:
4 tasks

1:   Power

ensure that everyone has an equal chance to have effective input – that power is equalised.

2:   Voice

ensure that people are 'speaking their mind' – not silently stewing, too shy to speak out, (or babbling to fill silence!)

3:   Clarity

Maintain clarity and direction; keep things on track and moving towards agreed outcomes

4:   Outcome

record <u>usable, manageable</u> information and ensure that outcomes have been achieved.
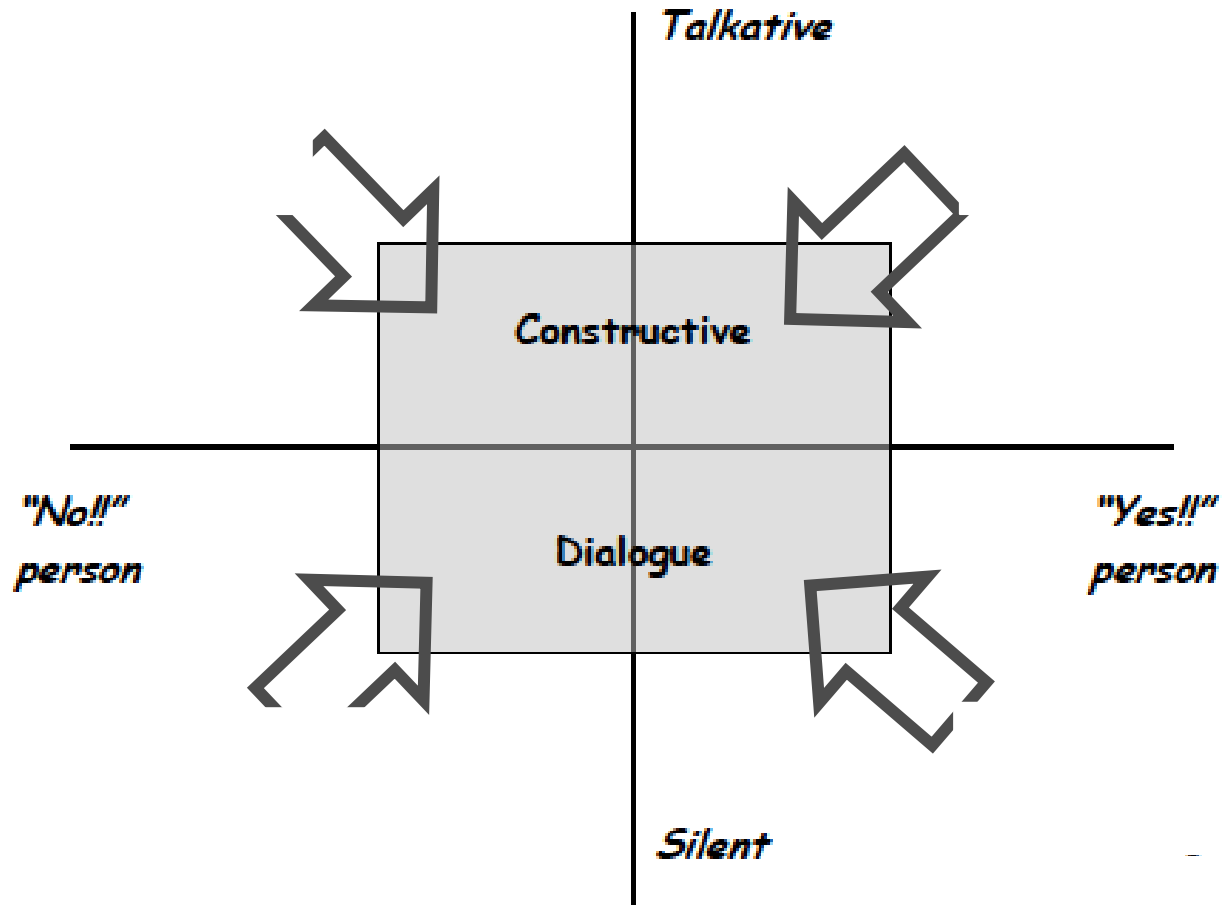
In meetings:

1. **What can stop people (<u>individually</u>) contributing with Power, Voice and Clarity?**

2. **What can diminish <u>equitable</u> power, voice and clarity?**

Take a minute, in silence, to jot down any answers you have.

Chat to one other about it.

Keeping it constructive – moderating the extremes.

Keeping it constructive – moderating the extremes.

Everyone has an important contribution to make. We need to "moderate" the extremes – so equalise 'power' and 'voice'

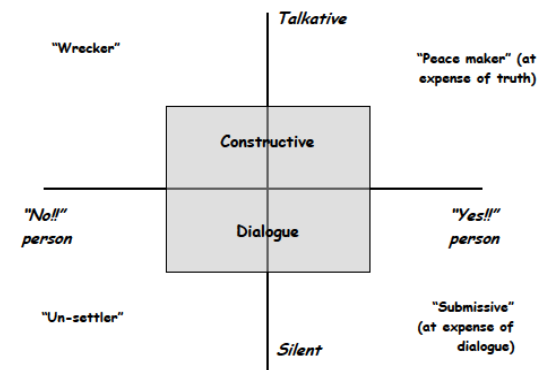- ✓ **Moderate "Silent"/"Talkative" extremes by simple group processes…..**
  "Could I have one idea from each person (round the circle)."

- ✓ **Moderate "Yes/No" extremes by the nature of questions…..**
  "What are the strengths and opportunities we need to maximise; What are the weaknesses and threats we need to minimise" (followed by 'how do we do that?)
  (Rather than 'do you like this proposal'?)

Power

Examples include:

- ✓ **(Consider smaller 'birds of a feather' meetings)**

- ✓ **small groups (7 or less)**

- ✓ **structured processes to equalise input**

- ✓ **'around the table'**

- ✓ **written input**

- ✓ **As chair/facilitator, be prepared to step in to balance power**

- ✓ **informal (eg 'tea break') time (for people to raise difficult issues)**

Voice

All points above are important. Plus…..

✓ **Get the Groups right**

A KEY:
Get the Groups right

Mixed groups? (Across organisations, experience, locality, etc)

'Birds of a Feather'?

Issue focus?

'Comfortable' Groups?

Voice

All points above are important. Plus…..

- ✓ **Get the Groups right**

- ✓ **Ensure people feel safe (venue, culturally appropriate processes, constrain power plays, etc)**

- ✓ **Consider: Ease of Informality, Safety of Structure**

- ✓ **Ensure we all know what will be covered**

- ✓ **'Pay attention' to everyone in the process.**

- ✓ **Adhere to the 'disciplines of relationship'. (honesty, respect, inquiry)**

- ✓ **Try 'silence', then 'one answer each'**

- ✓ **Display questions you want people to answer.**

- ✓ **Ensure the questions are clear and agreed**

Maintain Clarity and Direction

All points above are important. Plus…..

✓ **Be clear on 'guiding question' of each meeting and each session.**

✓ **Ensure that input from the meeting is displayed and, if possible, synthesised <u>as you go</u>**

✓ **Ensure group feedback is focussed**

✓ **Keep people pushed for time (unless a lot of exploration is needed)**

✓ **Keep focussed on the meeting outcomes (unless you really want 'yarning')**

✓ **If you get confused, seek help and direction from group members**

✓ **If you sense tensions, use structured processes to achieve outcomes.**

✓ **(But don't structure yourself out of creativity!)**

Record and Synthesise information

- ✓ **Make sure all major points are recorded.**

- ✓ **Record input visibly to everyone, so they can amend what's written**

- ✓ **Check back wording on important points**

- ✓ **Consider 'wall grouping' and 'prioritising' techniques**

- ✓ **Electronic (eg 'KEEPAD') tools.**

How to use the Keypads

1. Simply choose your response from the keypad buttons.

2. The light will go **GREEN** to confirm your response has been received.

3. You can **change your answer** by simply keying in your new choice.

(The system will only count the last vote.)

Do **NOT** press the Ch button as it will change your RF channel and the keypad won't work!

What clearance should we have beetween houses and eucalypts?

1. 100 m

2. 50 m

3. 30 m

4. Up to each owner

5. Whatever insurance asks

6. Don't yet have enough info

10

Countdown

0 of 100

Designing the meeting(s) *"5 P's"*

Purpose..

- ✓ **What, specifically, is the purpose of this meeting? What question(s) are we trying to answer (for ourselves or others)**

People..

- ✓ **Who needs to be involved? Do they need to be involved together, or in 'birds of a feather' groups? Do we need mixed perspectives in the room?**

"Infrastructure" of collaboration
(Keeping Collaboration Manageable)

(A herd of Cats)

Project Officer /Team
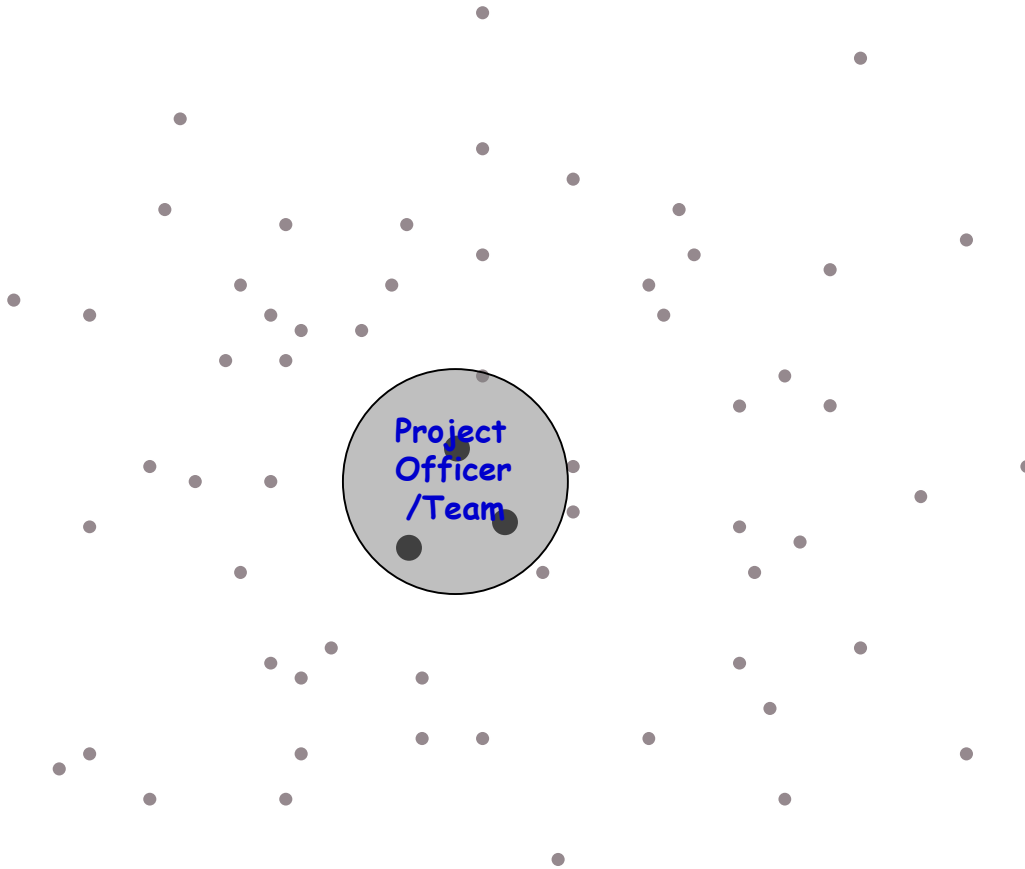
"Infrastructure" of collaboration
(Keeping Collaboration Manageable)

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Newspapers

Web-site

Local Community Centre

Intranet

Family festivals

Rotary Club

Project Officer /Team

Aged Accommodation

Community Newspaper/Newsletters

Recreation Centre

School Community

Communication Points
(wider consultation/information)

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indigenous corporation

Rotary Club

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Youth Centre

Project Officer /Team

Catchment Group

Residents Ass

TAFE

Community House

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Heritage Group

COUNCIL STAFF ETC

Church/ Mosque/Temple

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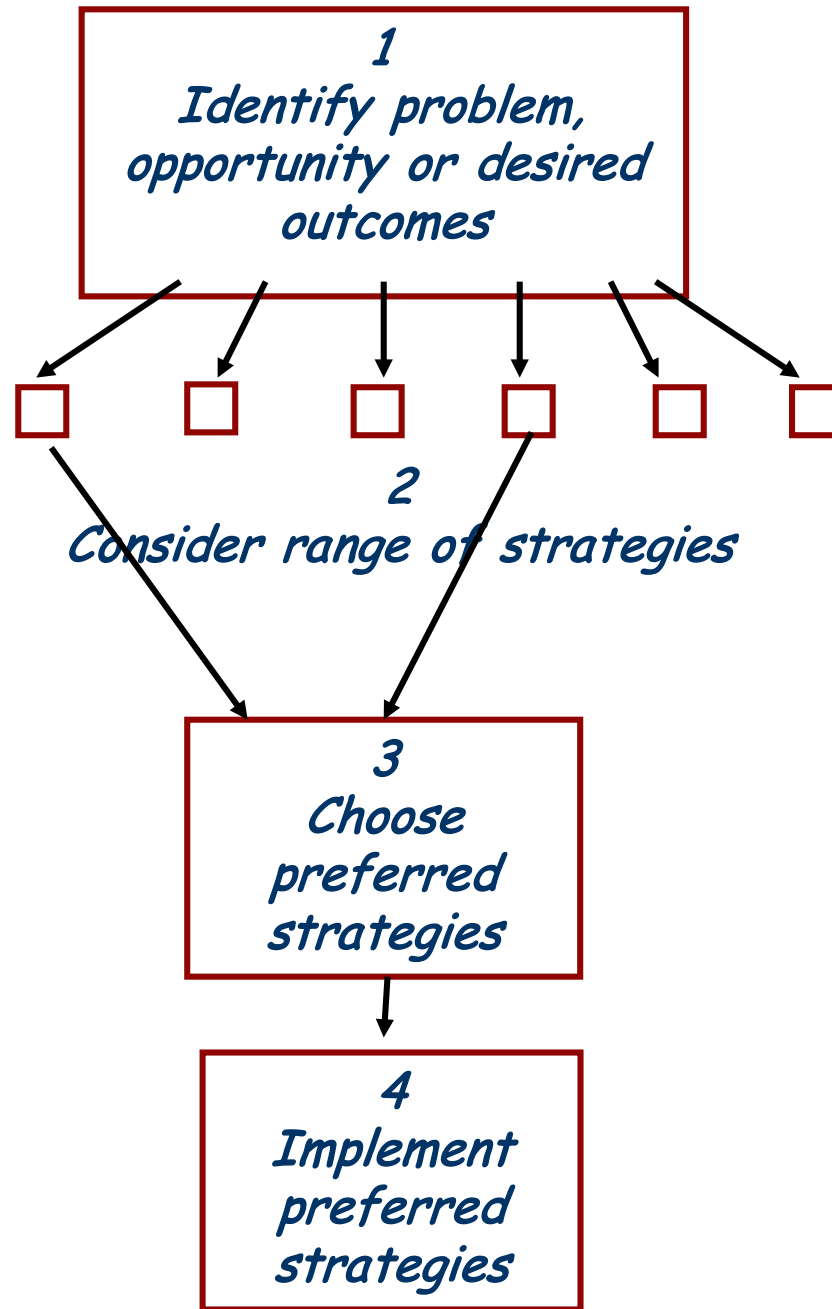
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Process

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STRATEGIC APPROACHES

1
Identify problem, opportunity or desired outcomes

□ □ □ □ □ □

2
Consider range of strategies

3
Choose preferred strategies

4
Implement preferred strategies

Manning Community Centre Study 8.

Demolish Sports clubs

What about the Seniors

Close a road

New parking entry and exits

Additional competition

COMMER

RESIDENTIAL

sports parking

Lose a shop

cultural/ health centre

parking

1 comm-ercial

ex. shops

2

OVAL

sports rooms under

community centre

TOWN 'SQUARE'

pedestrian link

existing parking

RESIDENT
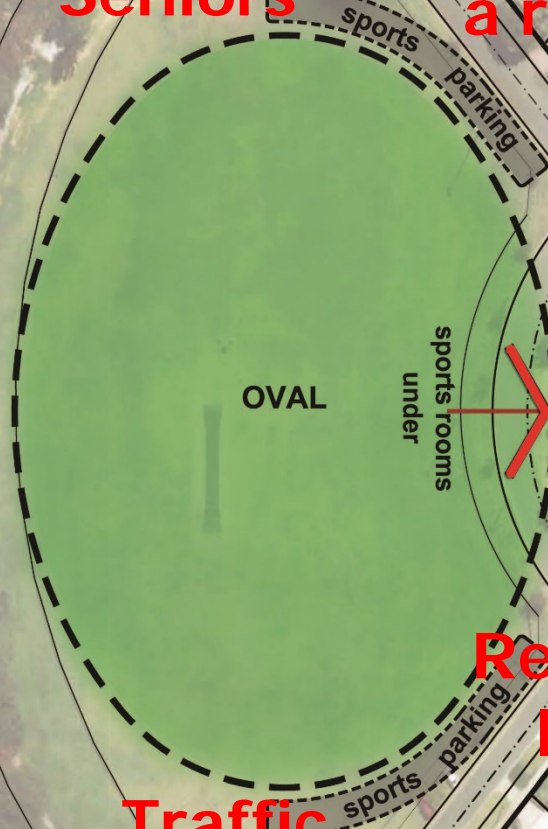
Trucks backing out

library

parking

3

4

Public Transport Changes

Relocate a library

CONOCHIE CRESCENT

RESIDEN

Close Nyoongar Community centre

RESIDENT

Traffic moved to other streets

Commercial Zones- Possible Uses:

1. Local Supermarket
2. Cafe/Coffee Shop
3. Restaurant/Retail
4. Medical Centre

N

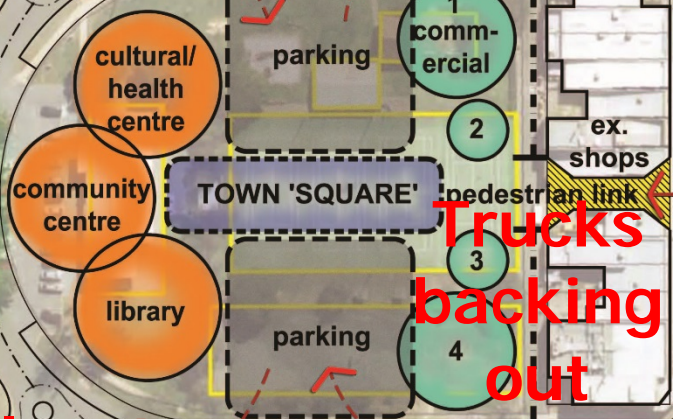Potential Development Zoning Option 3

CRICKET DRIVE

COMMUNITY FACILITY

1 TOWN SQUARE

2 ENTRY FOYER

3 COMMUNITY ROOMS

4 TERRACE

5 MOORDITJ KEILA

6 HEALTH CLINIC

7 OUTDOOR SECURE PLAY

8 SECURE READING

9 MANNING LIBRARY

10 OUTDOOR GATHERING

SPORTING FACILITY

MOORDITCH KEILA ENTRY
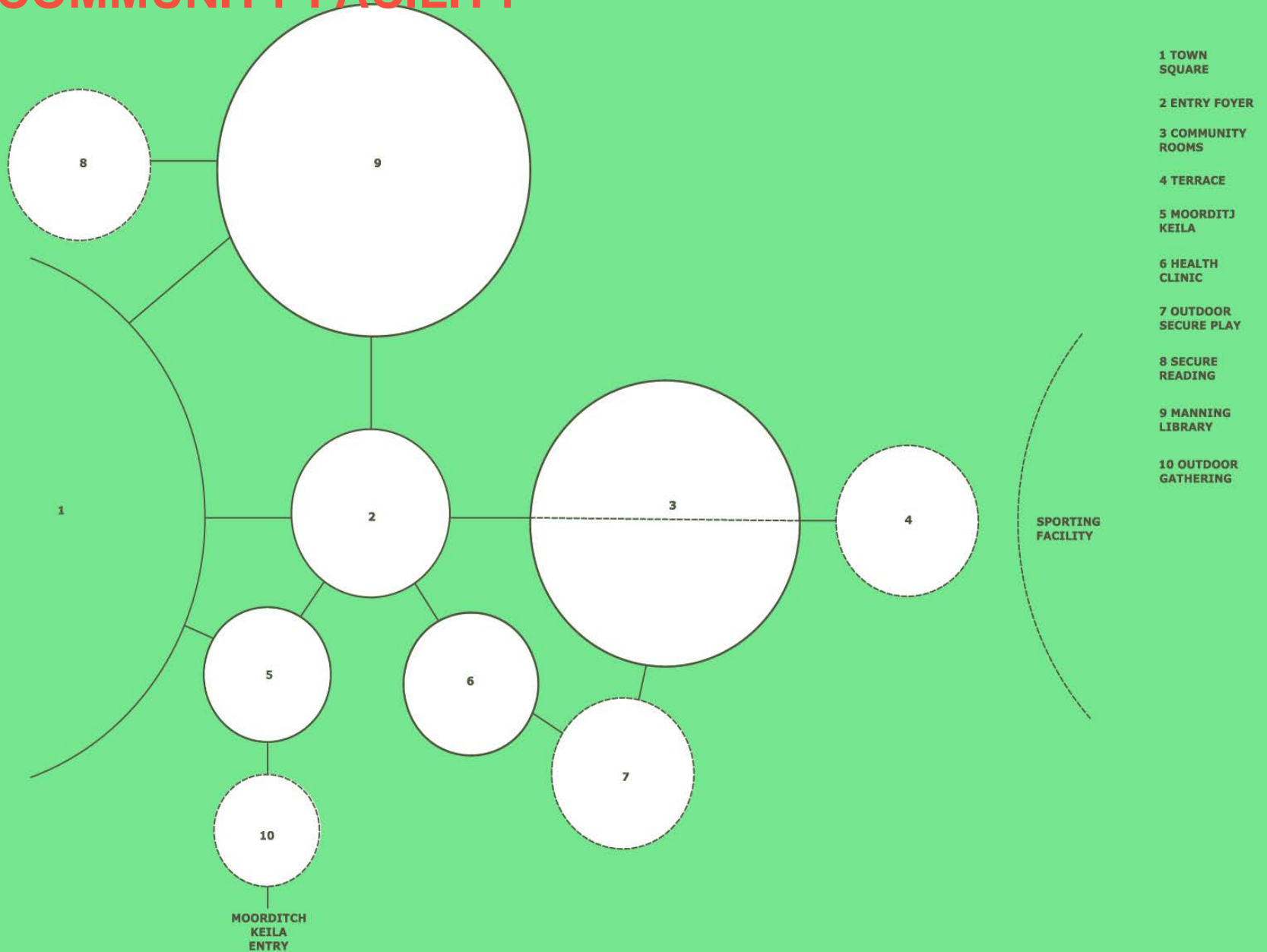
'COMMUNITY ROOMS' (HALL AND EARLY YEARS)

1 ENTRY

2 OFFICE/ SMALL MEETING

3 SECONDARY ROOMS

4 STORES

5 OUTDOOR CHILDRENS PLAY

6 TERRACE

7 MAIN HALL

8 BAR

9 KITCHEN

10 TOILET

10a TOILET CHILDRENS

11 MULTI USE

12 MOVEABLE STAGE

← OVAL
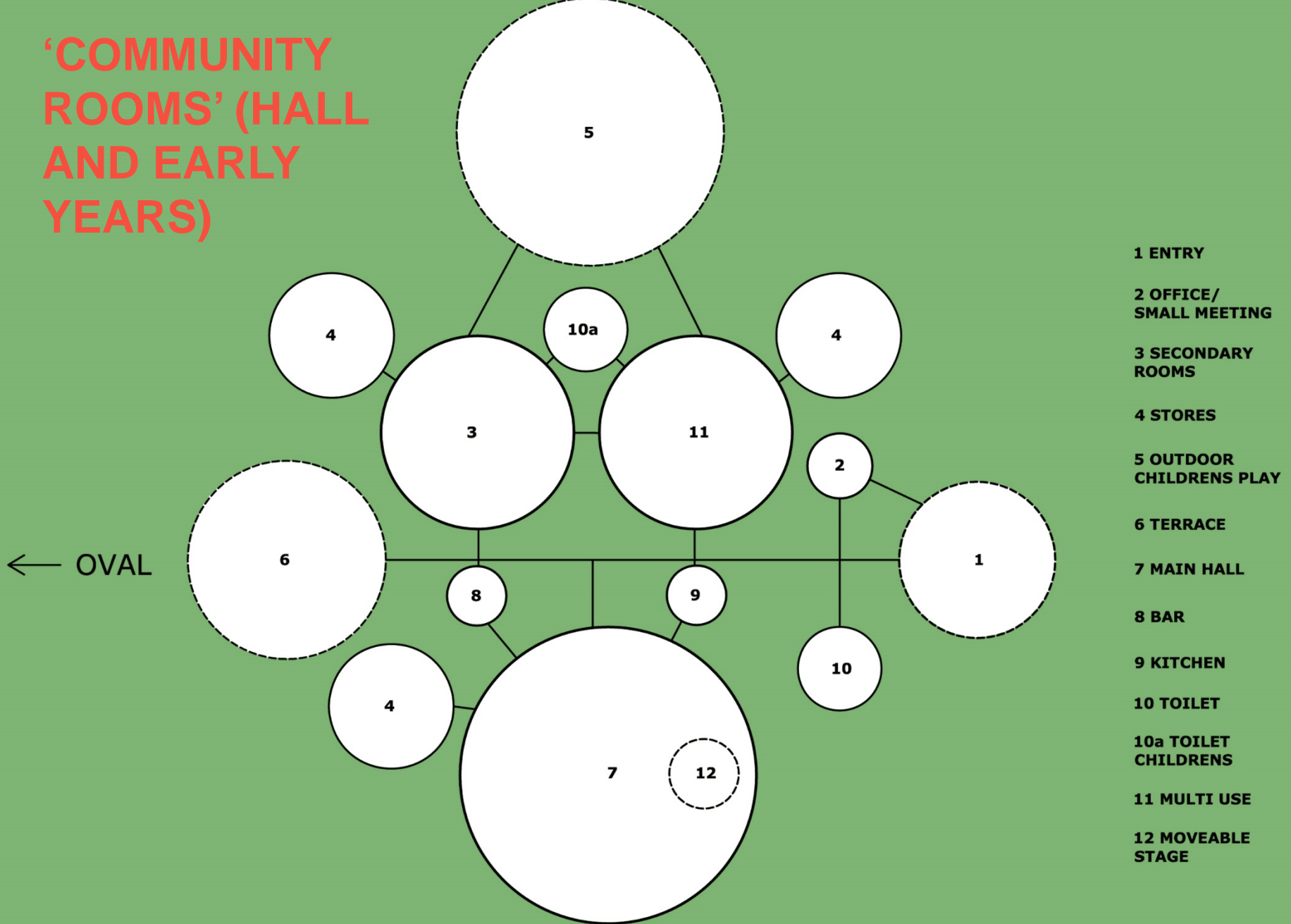
NEEDED TO INVOLVE (Group meetings, plus Ref Group reps)

1. **Key Agencies (CoSP; Transport; Health Dept etc)**

Existing/Potential Hall Users
2. **Manning Library (2 meetings and 35 question sheets)**
3. **Manning Infant Health Clinic (meeting and question sheets)**
4. **Southcare**
5. **Moorditj Keila (Aboriginal Corporation)**
6. **Manning Rippers Football Club**
7. **Manning Toy Library**
8. **Playgroups**
9. **Selected Additional Regular Manning Hall Users (eg bootscooters)**

Significantly affected
10. **Manning Senior Citizens Club**
11. **Welwyn Ave Traders Association**
12. **Manning Primary School**
13. **Young people (Ongoing)**
14. **Nearby residents (meeting and question sheets)**

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(wider consultation)

WHAT AND WHO….

What	**Who**
Design of the Hub and Precinct (incl parking layout and provision)	Adjacent residents Welwyn Ave Traders Existing and potential user groups Residents of Manning
Detailed design of the Multi-purpose Facility	Existing and potential user groups Adjacent residents Welwyn Ave Traders Residents of Manning
Parking entries	Adjacent Residents Welwyn Ave Traders Existing and potential user groups
Reconfiguration of shops	Welwyn Ave Traders Shop users Adjacent Residents
Traffic management, including closure of the loop	Local Residents Existing and potential user groups

What	**Who**
'Place Making' (incl design of 'town square' area) (This could be a funded project)	Adjacent Residents
	Creative and community networks within City of South Perth
	Existing and potential user groups
	Welwyn Ave Traders
	Manning Residents (targeting all ages and interest groups)
Use of Courts	Young people
	School
	Moorditch Keila
Interim arrangements for hall use	Existing hall users.

Getting it wrong.....

Separation from existing building

All new development steps back and is a smaller scale

Retractible seating in location of original raked seating

Possible future landscape concept

All new development south and east

Separation from existing building

Building/ All development to south and east

Respectful and modest scale so as not to compete

Original hall is primary element

21st Century Architecture

Early/Mid 20th Century Architecture

New building set back

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Creating the right physical space

A few things to think about:

- ✓ **Will most people feel safe in the venue?**

- ✓ **Ensure that people are 'bounded' in the space**

- ✓ **People need to be facing those they're interacting with**

- ✓ **Keep all participants and/or presenters as close as possible.**

- ✓ **People need to feel safe. Tables can create a 'safe' joining point.**

- ✓ **Use <u>small</u> tables – people need to 'huddle' to talk (and avoid side conversations)**

- ✓ **Have roaming mikes available (for larger groups)**

- ✓ **Ensure that tables and chairs are easy to move so that you can be flexible.**

- ✓ **Begin with too few chairs, not too many.**

- ✓ **Groups <u>of 5 – 6</u> (unless each has skilled facilitator)**

- ✓ **Moving people around can create energy and relationship.**

- ✓ **Beware the air-conditioner!!! (and refrigeration)**

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Personal
- ✓ **What will I/we need to ensure I/we feel safe enough to facilitate effectively?**

Creating the right emotional space

Facilitation is a very specific role. It requires neutrality, independence and confidence.

A few hints on how to prepare are:

- ✓ **Centre 'self' and focus on meeting ahead**

- ✓ **Value people**

- ✓ **'Disconnect' ego.**

- ✓ **Let go of 'answers'**

- ✓ **Ensure you are clear – and have agreed – on question(s) that need to be answered, or what needs to be achieved:**
  - ➢ **overall**
  - ➢ **in any session**

  (An early question may be 'what is the question' – eg open space processes)

- ✓ **Step into the 'coaches box', not on to the field**

- ✓ **When you need to take off 'neutral' hat, name that fact.**

- ✓ **Be ready to be directive (in relation to process) if necessary.**

QUESTIONS?

A few key ideas
I take away from today