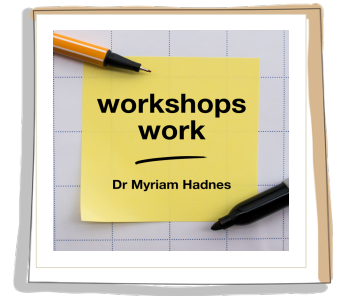


# Episode 261

## The Unseen Dynamics of Effective Facilitation



with Tanja Murphy-Ilibasic [www.ps-development.net/](http://www.ps-development.net/)

### The nutshell

The art of crafting workshops that outlive their facilitators is a dance of subtlety and strategy. It remains a delicate act to transfer ownership to participants so that the tools and confidence we impart remain long-lasting. Beyond the immediate buzz of a successful session lies the real work—nurturing pre- and post-engagement with clients to ensure our interventions stick.

**“Facilitation isn’t always what’s needed.”** 

### Number 1 Challenge

Providing clear instructions and managing the pace of engagement. We often struggle to convey tasks concisely, leading to participants jumping into ‘the doing’ too quickly. To address this, we can empathise with the group by physically joining them, speaking slower, and maintaining eye contact.

### Why workshops fail

When facilitators overlook or misinterpret conversations, fail to detect hidden intentions, or approach interventions without enough caution.

**“We have the ability to make people feel really good.”** 

### Nugget 1

When faced with inappropriate behaviour, we must intervene promptly and assertively by interrupting the dynamic and redirecting it towards constructive engagement. Acknowledge participants' frustrations and question whether their frustration is fuelled by external challenges or internal conflicts.

### Nugget 2

Before contributing our opinion, consider the context: Are participants lost and in need of guidance, or is there diverse thinking that requires synthesis? It’s more beneficial to work with what participants contribute and refrain from anchoring them to your perspective. As facilitators, our words carry weight, so share your opinion sparingly, if at all, and only at the end to avoid biasing their thinking.

### Do it yourself

Ideas are biased towards thinkers who process first. To encourage all participants to share their diverse perspectives, allow them time for personal reflection before reconvening as a group. An effective way of doing this online is by sending them to their own solo breakout room.