

# 60

# Podcast Summaries

## workshops work

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**Dr. Myriam Hadnes**

May 2020

A collection of summaries from our expert interviews with world leading facilitators.

Learn about moments of truth and failure, what can go wrong, and what to do when it does.

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**workshops  
.work**



## Welcome

When I started calling myself a facilitator, I faced prejudice regarding the profession and the format of workshops.

At a mastermind table I found encouragement to start the podcast. I wanted to provide a stage for the profession of facilitators – for those who make collaboration easy to exemplify the transformative power workshops can have.

This eBook is more than a compilation of 60 summaries. It is the showcase that collaboration trumps competition. Sharing our expertise will help more individuals to learn the language of facilitation. It will make the world a better place, one workshop at a time.

Facilitation is not about the tools we use, but about the guidance we offer to groups. I hope that this eBook inspires your thinking, being and doing to make your workshops work.

A handwritten signature in gold ink that reads "Myriam".

**Dr. Myriam Hadnes**  
Amsterdam, May 28, 2020

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## Facilitating collaboration in a me, me, me society

People across the globe are becoming more individualistic over time. A recent study published in *Psychological Science* suggests that individualism is taking over collectivism, affecting how families, organizations, and society operate.

As a facilitator, you know that the success of a workshop requires tapping into the collective wisdom of a group – diversity of thought is vital to solving complex problems. So, how can we encourage genuine participation, respect for other people's ideas, and true collaboration in a me, me, me society?

The answer is not simple. There's no one-size-fits-all approach to drive facilitation in a self-centered society. Lack of empathy is widespread in modern organizations. Collaboration has become a buzzword, yet most teams fail to effectively cooperate. In a polarized environment, others' opinions are seen as opposing rather than views that can complement our own ideas.



Facilitation is the invisible glue of collaboration.

Here's where Myriam's work comes to play. To effectively design participation in a me, me, me society, facilitators need to join forces. We need to model collaboration if we expect our clients and teams to open up and work together.

Facilitation is making sense of what's getting in the way, but people can't see. Myriam is an expert in sense-making. She applies that unique talent not only when facilitating workshops, but also when hosting other facilitators, asking challenging questions at the right time.

Myriam and I met by chance on LinkedIn. She then invited me to participate in her podcast. After our fun, deep conversation, I immediately became a fan of her approach and work. Unlike most podcast hosts, Myriam doesn't use her show to promote her (work) but to enable collaboration among facilitators across the world.

Her generosity has not been unnoticed. The workshops work Podcast has quickly become the go-to-place for curious, generous, and brave facilitators who want to experiment with new ways of working.

For the past year, Myriam has been sharing a one-page summary of each episode. This easy to digest document is full of valuable nuggets; an invitation to challenge our own approach and learn from each other. Once we start sharing our tips and tricks, we stop seeing other facilitators as competitors, but as part of a global community.

I hope you find this book as inspirational and helpful as I had when I read the first draft. Think of it as the coffee-table book but for meeting tables. However, instead of being just a beautiful, decorative object,

the workshops work book will quickly become your go-to resource when looking for new tips, tricks, and tools.

Read it in order, choose the topic of your interest, or simply browse the book randomly. Let each facilitator's voice and style speak up. Who we are is how we facilitate. Imagine a place where we can bring all our unique styles together. That's what this book is all about: an invitation to transform a me-me-me society into a collaborative one.

Let's get started.

**GUSTAVO**

**Gustavo Razzetti**

Chicago, May 12, 2020



Listen to the episode at:  
[workshops.work/podcast/001](https://workshops.work/podcast/001)



# Getting it right by starting it right.

## The power of flow and connection

Patrick Cowden

[www.thebeyond.company](http://www.thebeyond.company)

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### The Nutshell

Every business challenge can get fixed in a meeting of ten minutes if everyone in the room is connected, aligned and committed.

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If trust is in the room and we got all the expertise and competence in the room, we can solve anything.

## The Tool

The “vehicle” teaches teams to address root causes for business issues and resolve them. It asks all participants to be transparent about who they are, why they are there and where they want to go.

Through reflection and alignment of the answers teams address potential conflict from the beginning.

## Why Workshops Fail

Most teams don't have business issues but people issues. Every business topic has an emotional context related to trust, identity, purpose or fear.

Workshops remain without impact if teams don't enjoy working together. Hence, everyone goes back to their routine without executing any of the workshop outcomes.



## Nugget #1

Who comes before Why! The purpose of each individual's presence must be clear. Participants can only focus on the purpose of the meeting if they understand their potential contribution.



## Nugget #2

To create trust you must give participants the security that they'll get appreciative feedback no matter what they say.



You don't use meetings to do jobs. You don't do jobs in meetings.

## Do it yourself

1

Check-in

2

Connect & reflect, [do your workshop]

3

Connect, commit & reflect on the content

4

Check-out



# How NLP can help you become a better facilitator

With Margret Jacobs  
*stageheroes.nl*

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## The Nutshell

The purpose of a speech, presentation or a workshop is a change. We want a group of people to alter their way of thinking or doing. To achieve that change, we must be clear about the purpose.

When we communicate, we must acknowledge that we cannot change someone's beliefs and we cannot convince through arguments. We can replace beliefs by revealing their origins.

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It is the fear of rejection that holds people back to speak up.



Listen to the episode at:  
[workshops.work/podcast/002](https://workshops.work/podcast/002)



## The Tool

Start your workshop preparation with the end in mind! What would you like the participants to say about it a day or week later?

Instead of thinking what you want to do (in terms of exercises), think of the why first: why shall participants spend their time in your workshop? What are you trying to achieve and what's in for them?

## Why Workshops Fail

Many trainers and facilitators tend to give too much energy to the group and risk participants to zone out. Empower participants to do the work and to go an extra mile. If you lead by example, they will follow and lean forward to fill the space you provide.



### Nugget #1

Use anchors to remind participants of key concepts and main outcomes. For example, you may use an elastic band to visualize a stretching comfort zone.



### Nugget #2

When you know why you are doing what you're doing the workshop itself becomes a tool instead of an end.



When you give too much, your audience goes immediately into relax mode.

## Do it yourself

1

Get everyone to speak up as soon as possible

2

Raise awareness of the many similarities (especially regarding shared insecurities)

3

Stress that the only way of learning is stretching one's personal comfort zone

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## A Fishbowl conversation with 73 guests

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With this podcast, I am on a quest to find the magic ingredients that make workshops work.

Every week, I interview experts on their facilitation techniques. We share hands-on advice, best practices and lessons learned.

You will learn about moments of truth and failure, what can go wrong and how to deal with it when it happens.

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