

## FACILITATING TIPS: CREATING A HOLDING ENVIRONMENT

### CREATE AN INCLUSIVE PROCESS:

- Make sure that everybody has an opportunity to tell their story
- Share the stories of those not in the room

### COMMUNICATE TO UNDERSTAND:

- Be patient and listen with intent – not just to respond
- Differentiate between positions and interests and help others do the same
- Look for opportunities to change “or/but” conversations to “and” conversations

### USE THE FOLLOWING COMMUNICATION SKILLS FOR A DEEPER AND RICHER INTERFACE:

- Restate-listen for factual content
- Reflect-listen for emotional content
- Reframe
- Ask open ended questions’
- Use “I” statements
- Summarize

### MANAGE THE COMMUNICATION:

- Give everyone time to tell their story – spend time equitably drawing out everyone’s story
- Be careful and precise when setting up expectations and ground rules
- Do not feel like you always have to compromise; on the other hand, be flexible
- Support others to be problem solvers rather than just jumping in (give the work to the people)

### MAINTAIN FOCUS FOR THE COMMUNICATION:

- Separate the person from the problem
- Defer your own immediate emotional response and ask for clarification
- If necessary, encourage the use of a “parking lot” to table comments not relevant to the current conversation
- Make sure there will be no retribution from you or from others

### PERSONAL MANAGEMENT:

- Slow yourself down
- Work through your own defensiveness
- Take risks to slow things down
- Empower others through listening