

## FACILITATING TIPS: HOT TIPS FOR HOTSPOTS

**PURPOSE:** to give tips on how to facilitate Hotspots as they happen in the moment

**CONTEXT:** Hotspots are naturally occurring points of tension in a group. They can be fiery conversations or the moment everyone goes silent. They are typically characterized by a fast moving exchange and heightened energy, clashes between people and issues or accusations. If held for purpose, they can bring great benefit and insight to a group. The key to facilitating hotspots is holding steady long enough to focus on and let the learning come through for the benefit of everyone present.

**WHAT YOU NEED:** Awareness

### KEY THINGS TO DO WHEN YOU NOTICE THE GROUP IS IN A HOTSPOT –

- Name the hotspot
- Slow things down
- Get permission from the rest of the group to focus on the interaction between the two involved
- Frame that what is playing out is systemic - it is not just about the two people involved, they are working on behalf of all of us.
- Hold the space for it to play out (in the back of your mind – notice if each side is heard and check they are hearing the other)
- point out when people look powerful, they are often not aware of it
- look out for signs of hurt and feeling and bring it in
- Look for ‘cool spots’ – moments of temporary resolution and ask – what happened in that moment? This information can provide key insight to what might assist this issue in the system.