

FAC Facilitation Model

The Difference is the Process

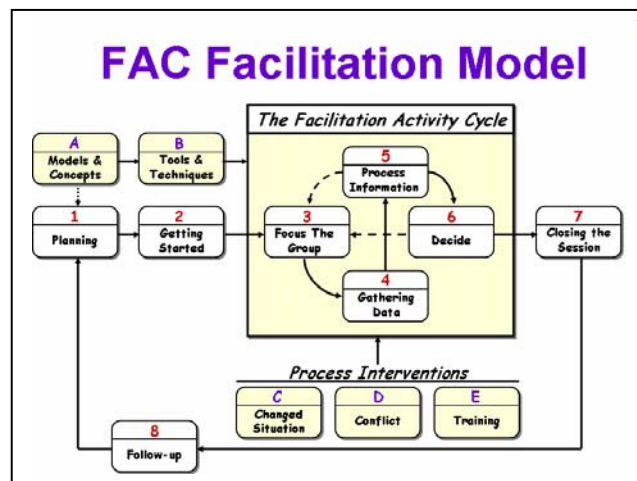
To be successful a facilitation model must accurately depict processes designed to accomplish very different things using many different tools & techniques. Facilitators don't do just one process, nor should their approach use only a few basic tools & techniques. So the model needs to be flexible enough to accurately depict this variance. Process is what facilitators bring to a group that makes them a valuable asset to employ.

Most diagrams used to depict a model fail due to their extreme simplicity. They just don't reflect information one needs to understand the complex elements of facilitation. Those that are complex tend to depict the techniques used in the process instead of the process itself.

DLCG's FAC Facilitation Model is the only model that accurately represents facilitation. Two unique elements of our model are Parts A (Models & Concepts) & B Tools & Techniques). This reflects how models & concepts are drawn into our planning process and how we use frameworks, tools, and techniques in planning our events. Among all the models we reviewed over our two years of model research, we never found a model that represented this as ours does. This is one of two things that makes our approach extremely unique. The other thing is the Facilitation Activity Cycle or FAC. Facilitators work their groups through a series of activities designed to help the group accomplish their task. Given this focus we set about to describe how facilitators did this.

Eventually, it was the melding of two ideas that allowed us to hit on the FAC Cycle. The first is what we consider to be the simplest process Plan, Do, Study, Act, or PDSA from Dr W. Edwards Deming. The second is the approach that facilitators use with groups in the group process called Divergence and Convergence.

The design of this portion melds these two concepts together into a four step cycle that is used Charin part or whole (thus the alternate arrows) for each activity of a meeting. Consequently, an activity need not use all four steps before it is concluded and another is started. Yet, by the conclusion of a meeting or event all four steps will have been covered, usually several times.



With the model complete, we used it as a guide to create several worksheets associated with each the 8 steps to standardize and clarify elements of each step. With the worksheets in a stable design we have been able to create activity worksheets for our events. Having them documented allows us to draw from a library of past adaptations significantly shortening the time it takes to design an event.

Our design and delivery process is unique in a couple of ways. First, all professional facilitators plan ahead. They generally go through much the same process that we use. What is different? The use of our model and worksheets have provided us with a series of libraries we go to first to help us reduce the time it takes to plan and develop the

documents required for an event. Saving time means saving money.

The diagram below shows several major elements of our process.

1. **Planning:** The planning step is supported by not one but 4 general worksheets that cover intake, logistics, attendees, and interviews.
2. **Model & Concepts:** During the planning step we select a model and sometimes concepts to use as our baseline approach to the work.
3. **Frameworks, Tools & Techniques:** Depending on the venue we select the right tools and techniques to use with each client.
4. **Get Started:** The opening phase of nearly every event is a process step with certain required info to be covered. This worksheet helps up design that step.
5. **FAC Activities:** Our library of FAC Activities are used to design the basic process.
6. **FAC Worksheet:** If necessary we design new activity worksheets to go with new tools and techniques we develop to meet each clients needs. These worksheets are used to guide us through each activity.
7. **Closing the Session:** As in Getting Started, Closing a Session is a process that significantly enhances the probability of group success if followed.
8. **Follow-up:** Debriefing the sponsor, documentation, and reflection are covered in this worksheet.

