

## Strategic Facilitator™

In this competitive environment when we must do more with less, we are obligated to work as teams in order to benefit from the synergies that can arise. Yet, we often find ourselves spending too much time meeting and not getting much done. Worse, we avoid teaming because of the stress associated with working in groups. There is a solution -- use a skilled group facilitator.

TBG Resultants™ are trained as a *Strategic Facilitator™* with the knowledge needed to help clients navigate the challenges of creating high performing working groups and teams. We define facilitation as a process by which a neutral, third-party guides a group in a problem solving/ decision making session. The highest-level facilitator is the *Strategic Facilitator™* who is adept at playing four inter-related roles.

### Meeting Manager

Understands the nature of meetings and uses appropriate skills (listening, directing, eliciting, involving, cheer leading, etc.) and behaviors (supportive, protective, complimenting, etc.) to manage the process. Understands what it takes to provide an optimal and safe environment for the meeting. Fully capable of dealing with the range of personality types in meeting settings.

### Process Consultant

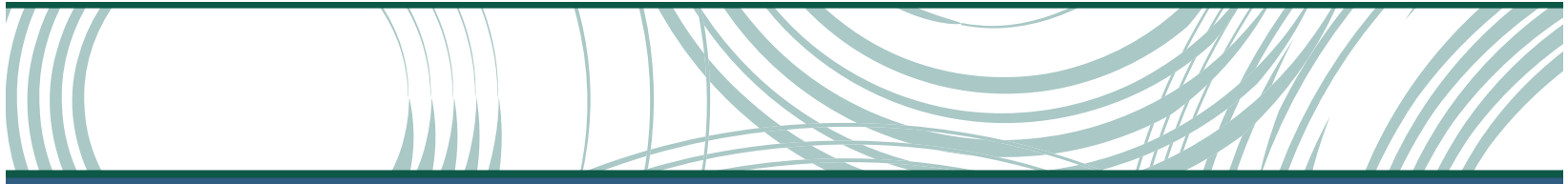
Can bring into play, group techniques such as brainstorming, problem solving, negotiating, creative thinking, consensus building, deadlock-breaking tools and conflict management to move the group along a successful path.

### Collaboration Specialist

Exhibits positive attitude and patience in bringing divergent views together. Understands the dynamics of collaborating and building coalitions. Accepts diverse personalities and the uniqueness of people. Excellent listening skills and flexible.

### Strategic Thinker

Sees the entire picture and is a generalist – a systems thinker. Is versed in strategic thinking, whether in planning, marketing, process change, or diversity. Able to position the group's work to achieve optimal results that fully support organizational goals.



TBG facilitators provide **BENEFITS** to our clients:

- Help everyone stay on the same page to reduce meeting time
- Surface hidden agendas that improve participant satisfaction and group morale
- Manage disruptive participants to increase productivity and participation
- Elicit creativity, innovation, and excitement while getting work done
- Engender stronger commitments to a cause

## Challenges, Solutions, and Impacts on Clients

### Strategic Thinking and Planning Case Example

**CHALLENGE.** A new agency director needed to change direction and engage a reluctant staff.

**SOLUTION.** *TBG Resultants™* sought to engage the staff in designing the new direction by assessing the concerns and facilitating several brainstorming work sessions. Together a new strategic plan was developed that served as a guide toward a new direction.

**IMPACT.** The director was pleased to have a plan developed and embraced by the staff to guide the unit forward.



### Managing Change Case Example

**CHALLENGE.** Client wanted to create a flatter organization by creating a matrix form of management and eliminating the traditional functional group silos. The change left the team confused about roles and responsibilities.

**SOLUTION.** *TBG Resultants™* first educated the team about the dynamics of change and high performance teams, and then provided tools that enabled the team to map their current and desired processes.

**IMPACT.** The client was able to successfully implement the recommendations and won an award from their agency director.

### Decision Making Case Example

**CHALLENGE.** Our client was tasked with developing a national training program within a very tight time frame. Having a general consensus of national managers was critical.

**SOLUTION.** *TBG Resultants™* helped design a two-day work session that brought together 35 senior decision makers. The sessions were energetic and productive, creating consensus on topics and approaches to the training.

**IMPACT.** The client was extremely impressed with the process with which the work flowed and that decisions were made. The participants left the sessions energized and supportive of the next step efforts.