## Practice Instructions:

1. Once in groups, select the assignment each person in the group will facilitate
2. One group member will facilitate while the others participate in the activity. There will be two rounds for this activity, and the facilitator will facilitate the same topic both times.
3. When participants are not facilitating, fill out the observation worksheet after the facilitator finishes. Both rounds of practice scenarios will be documented on the same observation worksheet.
4. Facilitators will have ***7 minutes*** to complete their scenario and there will be ***3 minutes*** for feedback (1 minute for writing and 2 for discussion). Time will be kept for all groups by the instructor.

## Scenario #1

Multiple complaints have come in regarding not being able to contact the department via phone, specifically at field offices. You have been asked by the meeting leader, to help facilitate a meeting to determine and solve the root cause of the problem.

**Round 1**

All group members activity participates

## Facilitator #1

Guide the group through the opening of the meeting. This should include rules of engagement, icebreaker, and any other tools you see fit.

## Facilitator #2

Guide the group through brainstorming various solutions that address the problem.

## Facilitator #3

Guide the group through affinitizing the brainstormed solutions.

## Facilitator #4

Guide the group through deciding on the solution and plan to implement.

## Facilitator #5

Guide the group through the closing of the meeting. This should include action items, a review of the goals and outcomes, and any other pieces that are unresolved.

## Scenario #2

A long-term employee of the department has announced their retirement date. Because of their institutional knowledge, a plan needs to be developed to capture that information for the next employee in that role. You have been asked by the supervisor to facilitate a meeting to develop a process to fulfill that goal. The results of this meeting will also inform how the team will document all their work to ensure continuation of work in other positions, even with turnover.

**Round 2**

All meeting participants will have cards. Those who aren’t facilitating need to follow the card, ensuring the facilitator doesn’t see what is listed.

## Facilitator #1

Guide the group through the opening of the meeting. This should include rules of engagement, icebreaker, and any other tools you see fit.

## Facilitator #2

Guide the group through brainstorming various solutions that address the problem.

## Facilitator #3

Guide the group through affinitizing the brainstormed solutions.

## Facilitator #4

Guide the group through deciding on the solution and plan to implement.

## Facilitator #5

Guide the group through the closing of the meeting. This should include action items, a review of the goals and outcomes, and any other pieces that are unresolved.