

The Facilitator's Alphabet

After a few years as a facilitator I developed what I called the "12Cs", a series of key words all beginning with C that summarised what could be achieved with a good facilitated workshop. Over the years variations sprang up like the "3As", as a facilitator you should Always Ask don't Assume. Gradually I built up a complete alphabet, some serious, some light-hearted, all useful. Let me know if you find others!

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|----------|----|--|---|
| A | 3 | Always Ask, don't Assume | <i>(when in doubt...)</i> |
| | 3 | Ask, Assess, Action | <i>(any session)</i> |
| B | 3 | Build on Basic Beliefs | <i>(achieving consensus and compromise)</i> |
| | 3 | Belbin's Beasts 'n Beauties | <i>(Shorthand for the types of character and relationships to be handled, and that you may need to adopt) e.g. Sales and Engineers</i> |
| C | 12 | Complete, Correct, Consistent, Compromise, Consensus, Confidence, Commitment, Communication, Collaboration, Control, Catalyst, Challenge | <i>(workshop goals)</i> |
| | 3 | Creating Culture Change | <i>(what is needed to do this?)</i> |
| | 3 | Customers Cause Chaos | <i>(if only we could do without them!)</i> |
| D | 2 | Don't Destroy | <i>(try to build)</i> |
| | 4 | must Do, should Do, could Do, Do nothing | <i>(prioritisation, I created these before DSDM!)</i> |
| E | 3 | Efficient, Effective, Economic | <i>(conduct of business)</i> |
| | 3 | Energy, Effort, Enthusiasm | <i>(needed from attendees)</i> |
| | 2 | Engaged Empathy | <i>(needed from you)</i> |
| F | 3 | Form, Fit, Function | <i>(workshop/session planning and solutions generally)</i> |
| G | 3 | fumblinG, stumblinG, mumblinG | <i>(cannot afford to do these!)</i> |
| H | 3 | cHallenge, cHoices, cHange | <i>(where do we need to be)</i> |
| I | 3 | Innovate (incremental or disruptive), Initiate, Integrate | <i>(Incremental: easier for big companies, established markets, structures and procedures, wide product and service base. Disruptive: easier for small companies, start ups, nothing to loose, single product/ service)</i> |

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- J** 4 Jousting, Judging, Jestng, Justifying.... *(behaviours)*
- K** 3 Criticism Kan Kill *(does anyone else remember the Kinks?)*
- 5 Kesh, Kirpan, Kanga, Kudda, Kach
(Sikh identifiers: long hair, sword, comb, bangle, shorts)
- L** 3 Look, Listen, Learn *(fact finding / children's comic)*
- M** 3 Maligned, Misused and Misunderstood
(the reaction to parochial or independent views)
- 5 Manpower (staff, skills), Methods, Machinery (technology), Materials/Info, tiMe
(Causes of problems, process improvement)
- N** 4 formiN, normiN, stormiN, performiN *(phases of team building)*
- O** 4 There are 4 orders of change: minor adjustment, major adaptation, radical rethink, learn how to learn
(what type does your group need?)
- P** 5 Proper Planning Prevents P... Poor Performance *(everything!)*
- 3 Product, Pricing, Promotion *(marketing)*
- Q** 3 Quality, Quality, Quality *(to paraphrase Tony B.)*
- R** 4 Right solution, Right people, Right time, Right price
(systems and problem solving)
- 2 Respond don't React *(to difficult people or situations)*
- S** 7 company Strategy, company Structure, company Systems, company Shared values, company Style, company Staff, company Skills *(business planning)*
- 4 Substance, Sense, Structure, Style *(for all documentation)*
- T** 3 faciliTate? conTribute? paTicipate?
(make your choice, the difference between success and failure)
- 3 Tell them what your going to tell them, Tell them, Tell them what you told them
(preparation for anything/ sales motto)
- 3 Three Types Of Thinking *(use the right one!)*
Cognition (understanding), Divergent (generate options),
Convergent (select) e.g. assessment and prioritisation

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U	help!	
V	3 Veni, Vedi, Vici	<i>(attitude - every mountain can be climbed)</i>
W	6 Why, What, Who, hoW, Where, When	<i>(Kipling's six serving men for workshop planning and preparation)</i>
	3 Where we are, Where we want to be, hoW we are going to get there	<i>(planning)</i>
	2 What and Why	<i>(for Mission Statement)</i>
	3 Win - Win - Win	<i>(attendees, organisation, facilitator)</i>
	5 What skills, When needed, Where can they be acquired, Which formal agreements/ contracts/ secondments are needed, What physical requirements (PC, desk, phone etc.)	<i>(for team building / HR goals)</i>
X	3 Xplanation, Xpansion, Xample	<i>(what you need for each 'requirement')</i>
Y	1 YES!	<i>(attitude of mind)</i>
Z	zzzzzzz!	<i>(what you deserve after a good workshop!)</i>