



B6 The Facilitation Process: The Good, The Bad and The Ugly

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Tina Binda, Patricia Castro

Garden 4

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The CFT Facilitation Process The Good, The Bad, and The Ugly

Star View Wraparound
TEAMMATES Program
Ontson Placide - Administrator

Learning Objectives

- Relevance of Child and Family Team Meetings
- How to Facilitate and manage an effective Child and Family Team (CFT) Meeting
- How to use specific facilitation skills as defined through participatory decision making concepts
- How to recognize the process and distinct stages of facilitation
- Common pitfalls and best practice standards

Relevance

Child and Family Teams are the vehicle.....

- CFTs are at the core of best practices - family based services
- Community and County Collaboration
- Case Planning, Coordinating, and Organizing
- Mobilizing Resources




Relevance

California Partners for Permanency (CAPP) Initiative
LA County Initiative...

- Various activities to train, coach and accredit County and Community Facilitators towards the LA County shared Core Practice Model
- 4 Step Process to shift the flow of family team meetings
 - 1) Coaching & Case Review
 - 2) Child & Family Engagement
 - 3) Child and Family Team Meetings
 - 4) Debrief

Definition

- Leading a group/team of people in defining and implementing a youth and family designed mission, by consensus, while upholding the fidelity of Wraparound principles, and complying to system mandates and program standards.



Scope of Child & Family Teams

CFTs are for

- Therapeutic Intervention...
- Problem Solving...
- Case Management & Needed Services...
- Working on the Plan of Care
- Helping the family reach their Mission Statement
- Child Welfare/Probation Compliance Meeting
- Weekly Update meeting
- Coordination and Planning
- Only way to get Flex Funds

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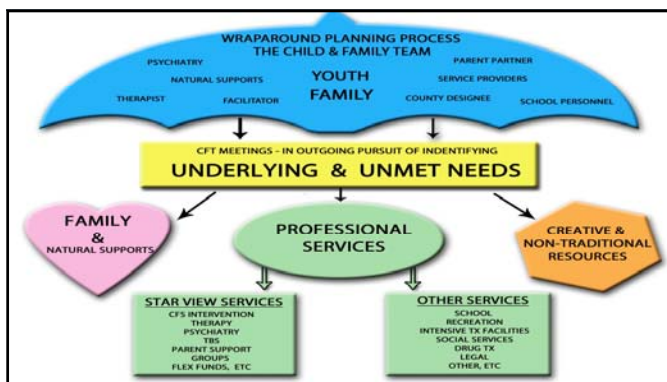
The “How To” of Facilitation

- Good Participatory Facilitation is the Key
- Facilitation vs Leadership
- Facilitator is designated, though not static
- Roles change with the families response to each team member
- As needed, everyone should know how to Facilitate Child and Family Team Meetings
- Facilitation means knowing how to, and being responsible for, moving the process along

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Role of the Facilitator

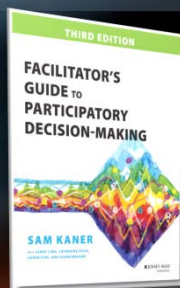
- Building the Team
- Involving and Honoring the family voice
- Guiding the team process
- Ensuring that strengths and needs are addressed
- Reaching consensus
- Resolving differences

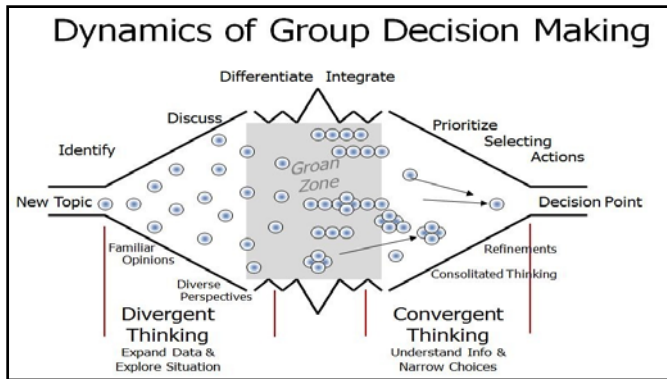


Facilitation Skills

Facilitator's Guide
to
Participatory
Decision Making

Sam Kaner





Basics & Preparation

- Run an Organized Meeting
 - Agenda
 - Charting
- Preplanning
 - Internal Team Conference
- Communication

Core Skills & Tools

- Active Listening
- Balancing
- Stacking
- De-escalating a Crisis
- Recognizing Diverse Communication Styles
- Paraphrasing
- Drawing People Out
- Mirroring

Gathering Ideas
Flexibility in Response

Active Facilitation Skills

- Encouraging
- Making Space
- Intentional Silence
- Listening for Common Ground
- Determining Who Goes When
- Helping Individuals Make Their Points
- Managing Divergent Perspectives
- Focusing the Discussion
- Tracking Different Lines of Thought
- Mutual accountability
- Honest, open dialogue about concerns and success

EXPLORING FOCUSING GUIDING

EXPLORING SKILLS

- Attunement Skills
- Attentive and Interested (Physically and Psychologically)
- Recognizing Strengths and Needs
- Encouraging Expressions of Feelings (Venting, Validation, Conciliatory Gestures)
- Normalizing and Objectivity
- Reflection (Convey Understanding)

FOCUSING SKILLS

- Questions (Open, Closed, Indirect)
- Summarization (Concise review)
- Clarification (Together, define words used)
- Concreteness (No jargon or excessive antonyms)
- Reframing (Look for positives)
- Solution-Focused

GUIDING SKILLS

- Family input leads to formulating the options
- Information/Suggestions
- Strengths/Needs based feedback
 - Positive Feedback: What is working well?
 - Constructive Feedback: What can be working better?

Divergence



Divergence

Divergence Questions:

- How would you describe what's going on?
- How does this problem impact/affect you?
- What is your position on this matter?
- Why, in your opinion, is this happening?
- Are there others not here, that might have thoughts about this, and what?
- Others!!

Divergence

Divergence Questions

Start with these words or phrases:

Imagine...

Suppose...

Predict...

If...then...

How might...

Can you create...

What are some possible consequences...

GROAN ZONE



GROAN ZONE

A period of confusion and frustration is a natural part of group decision-making

The greater the Divergence of opinions, the greater the chance for confusion and misunderstanding.

Group members will have to struggle in order to integrate new and different ways of thinking than their own.

Support the group to keep struggling
Promote Mutual Understanding at all times

Resolving Differences

- Assess and decide if all family and team members should discuss the conflict or differences
- Does the issue involve the whole team
- Does the issue need the whole team to solve it
- How might this conflict impact the development and implementation for the family plan
- Does this conflict influence the ability of the team or family to assure greater safety, well-being, and permanence for the child
- Do you need help or support from someone who is not a participant in the CFT to resolve this issue

GROAN ZONE

Creating Shared Context

Promote Mutual Understanding

Developed shared language, shared experiences, putting self in others shoes, see others point of view

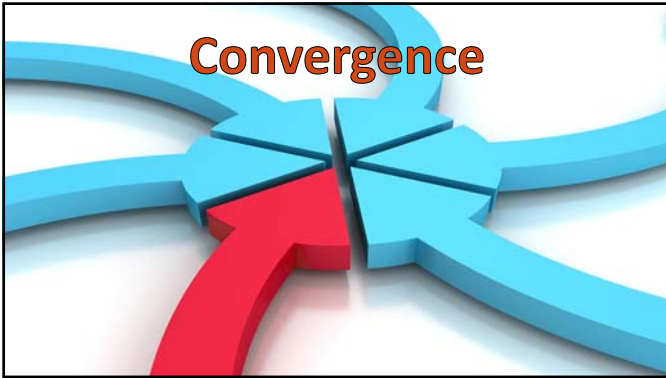
Promote Empathy

Strengthening Relationships

Support people to get to know each other

It is easy to listen when one has experienced that person's Humanity

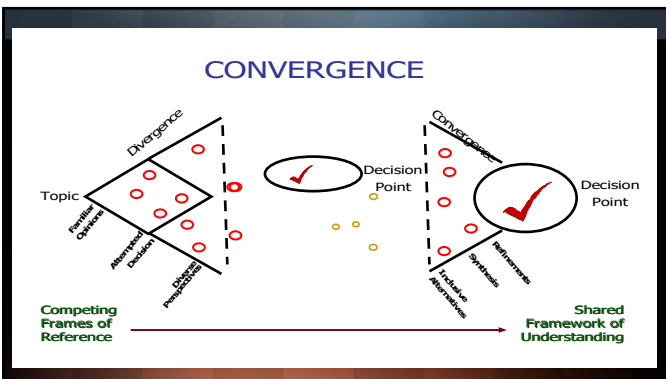
Promote Interpersonal Communication



Convergence

Convergent thinking involves analysis and integration of given or remembered information, explaining, stating relationships, comparing and contrasting.

- Evaluating Alternatives
- Summarizing key points
- Sorting Ideas into categories
- Arriving at a general conclusion



Convergence

Convergence Skills :

- Achieving Solutions
- Exploring Inclusive Principles
- Creative Reframing
- Strengthening Good Ideas

What Type of Facilitator Are YOU?

- Do you know your strengths
 - Engaging, Team based, Knowledgeable, Organized, gets results, etc
- Do you know your weaknesses
 - Peacemaker at all costs, Opinionated, Lone Wolf
- Can you take constructive criticism?
- Do you seek to improve yourself?



