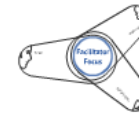


Thecasesolutions.com Group Life Stages



Styles of Facilitating



Group Interventions - general

Interventions are actions taken by the facilitator to help the group achieve its goals. They can be used to manage conflict, encourage participation, and provide support.

Facilitator Behaviours

What to do
How to do it



Human's six interventions

1. Clarification
2. Reflection
3. Summarization
4. Questioning
5. Encouragement
6. Confrontation

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Task Process Support



Managing Dysfunctional Behaviours

Responding to bad behaviour!

- Reflect on your own feelings
- Observe how group is responding
- Consider hidden personal agendas
- Consider deeper group dynamics
- Consider the pay-off
- Consider if group can take it or if you have to intervene

Some problem group members

Hall-splitter
Pigeon-hole
Joker
Superior being
Silent member
Dominator
Distractor
Manipulator
New member



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Forming

- Conform
- Hide emotions
- Superficial relationships
- Depend on leader
- What has to be done?
- By when?
- By whom?
- Individuals establish their own separate individuality

- Outside
- Fight o
- Compet
- Sub-lea
- Person

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Storming

- Emotions expressed
- Listening deteriorates
- Outsiders rejected
- Fight or flight
- Competition, fragmentation
- Sub-leaders, factions
- Personal freedom v group authority

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Norming

- Flexible & accept change
- Conflict worked through & resolved
- Listening, asking opinions
- Helping each other
- Commitment to leadership
- Some compromise of personal freedoms
- Personal norms replaced by group norms

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Performing

- Pride in task and group
- Individual commitment
- Everyone involved
- Direct talking, support & challenge
- Productive, decisive
- Group develops a sense of itself as a culture

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Informing

- Group communicates with outside world
 - Communicates with other groups
 - Considers the group's future
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