

Helpful Models and Tips



Glossary of Facilitation Terms

The facilitator's vocabulary is a critical tool in communicating the purpose, means, and results of a facilitation effort.

Term	Definition
Activity	A series of steps carried out in response to an event. Activities have definite starts and stops. Activities describe what needs to happen rather than how it may happen.
Advocate	Someone who speaks up for her/himself and members of their identity group
Agenda	List of items to be covered in a workshop session. The agenda governs the process, not the subject matter.
Analyze	To examine critically and in detail.
Approach	Method or way of dealing with or accomplishing something, i.e. a way of analyzing a problem.
Brainstorming	A three-step method in which all members of a group spontaneously contribute ideas. The first step consists of listing subject items without challenging. The second step provides analysis based on relevance and impact. The third step converges the ideas by codifying them and making them fully understood by all.
Charettes	A design session by one or a group of individuals; typically used to describe the event of group design of a project plan. Characterized by group collaboratively creating a design or plan rapidly, with intensity. Charettes are also used in a variety of settings for any group decision-making activity.
Collaborative Learning	Collaborative learning is a process to enhance decision-making through shared understanding. Collaborative Learning uses ideas from soft systems methodology (a theory of learning) and alternative dispute resolution. Participants work together to learn more about the interrelation of their respective systems. The goal is

Please note: these resources are a compilation of our individual and research. Every effort has been made to reference resources. Please notify Community Waikato should you identify any referencing omissions.

	not solving a particular problem, but improving a situation, which is framed as a set of interrelated systems. The shared knowledge (of individuals, systems, and processes) results in improved communication and thus improved negotiations. These improvements increase the learning capacity of the individuals and thus their collective organisation.
Consensus	A position reach by a group when everyone in the group can say, "I can live with it." That means that all participants may not find the outcome as their ideal solution, but it is not worth arguing about – they can live with it and can support it.
Content	The substance offered up by participants or subject matter experts as a response to a question. Content could be based on fact, evidence, or even opinion.
Context	The form, method, shape, and tone of an answer or content but not the content itself. Context is like a blank template while content fills in the blanks.
Deliverable	A realistic outcome that can be documented and explained to others.
Environment	The circumstances and conditions that surround a process, function, or activity.
Envisioning	Articulating a compelling vision, mission, and strategy that build on a multi-cultural and diverse perspective that connects employees, stakeholders, and customers
Facilitate	The act of assisting or making easier an action, activity, event or process. In our context, to facilitate is to impartially manage all tasks needed to conduct optimal meetings and workshops. To facilitate is to serve the group by encouraging, aiding, and leading group decision-making.
Facilitation	The condition of having something made easier. Facilitation makes easy a previously difficult activity with little or no extra energy expended on the part of the group participants.
Facilitator	A neutral leader who makes a process easier
Group Dynamics	The psychological aspect or conduct of an interpersonal relationship. This is the study of the interaction between people with a common objective in a closed environment.

Please note: these resources are a compilation of our individual and research. Every effort has been made to reference resources. Please notify Community Waikato should you identify any referencing omissions.

Guardian	Caring and protecting the value of what has been agreed upon or assigned.
Integrated	Holistic perspective that encourages the integration rather than exclusion of plurality or multiple perspectives.
Issues	Discussion points on which there exists disagreement amongst the group discussing
Karakia	Maori blessing
KPI - Key Performance Indicator	A critical measurement of the performance of essential tasks, operations, or processes.
Learning styles	Different approaches or ways of learning. This theory recognises that individuals have preferences for different types of thinking processes and this affects the ways in which they learn.
Linguistics	The nature, structure, and variation of language including; phonetics, phonology, morphology, syntax, semantics, sociolinguistics, and pragmatics.
Measure	How success in achieving the strategy will be measured. Key for a facilitator to challenge the underlying measurements for adjectives and adverbs such as quality and quickly.
Meeting	Three or more people that come together face-to-face or virtually to share information, solve problems, assess or make new decisions.
Mission	This statement about a group defines their reason for existence, their product or service, and their customer or market.
Objective	Objectives are measurable restatements of goals. In this case, these are the targets that a group is trying to hit. "Objectives" must be specific, measurable, attainable, relevant, and time-based targets for a group.
Peer Review	A workshop activity where persons other than the author of a work product examine the work product to identify defects and opportunities for improvement.
Plan	An orderly arrangement of the parts of an overall design; a detailed programme. In the context of a workshop, a plan captures the actions and next steps delivered during a meeting or workshop; largely equivalent to "who does what differently tomorrow."

Please note: these resources are a compilation of our individual and research. Every effort has been made to reference resources. Please notify Community Waikato should you identify any referencing omissions.

Procedure	This is the step-by-step process for carrying out a specific activity. This defines how a job is to be done.
Process	A set of interrelated resources and activities that transforms inputs into outputs. A business process or business method is a collection of related, structured activities or tasks that produce a specific service or product for a particular customer or customers.
Purpose	The intended reason for a project, workshop, or process. The primary reason that each exists.
Resource	This is something of substance for a business – such as funds, assets, human resources, or customers.
Result	A result is an outcome, product, intentions met, or objectives accomplished; the effect arising from a cause.
SMART	SMART is an acronym for <u>S</u> pecific, <u>M</u> easurable, <u>A</u> ddressable, <u>R</u> eliable, and <u>T</u> ime-based. This acronym is used to as mnemonic to qualify goals, as in "Our goals must be 'SMART' - specific, measurable, adjustable, reliable, and time-based."
Strategic Plan	This is a plan (a detailed method or sequence of activities and resources) that defines the means by which a person or organisation intends to achieve their primary goal. Each goal should have a "strategy" designed to achieve the goal. Typically, a strategy will require multiple courses of action. A plan is "strategic" in that it describes the direction, resources, contingencies, and steps within it to achieve a goal. A "strategic" plan has many characteristics, and among them: (a) definition of the organisation, (b) the organisation's vision and mission, (c) primary direction and alternatives, (d) key interim milestones, and (e) resources necessary to enable the strategy.
Strategy	A strategy is a statement of what an organisation should be doing to achieve its objectives. Strategies have no start or end dates. Strategies contain many programmes or projects.
Target	The level of performance or improvement needed.
Team	The team represents the participants in attendance and may include those with an excused absence.
Values	These are what an organisation believes in such as "the customer is always right." They are used to guide everyday decision-making

Please note: these resources are a compilation of our individual and research. Every effort has been made to reference resources. Please notify Community Waikato should you identify any referencing omissions.

	and resolve conflict.
Vision	This is a clear and compelling image of the desired end results in sufficient detail that it can be recognised as complete once accomplished. This sets the overall direction for a business. A vision is intended for planning and communication, thus a vision should be purposefully articulated to bridge the present and future; it should serve as a critical impetus for change; it should be brief, memorable, and sufficiently complete to direct effort.
Whakawhanaungatanga	It relates to the concept of inter-relationships and is a fundamental component of identity for Māori. It is used in the facilitation context as personal introductions or as a process of getting to know each other in a group.
Workshop	A meeting focused on one topic using steps in the agenda that require a specified sequence, relying upon a qualified and content-neutral facilitator to manage the conflict and get done on time.

Please note: these resources are a compilation of our individual and research. Every effort has been made to reference resources. Please notify Community Waikato should you identify any referencing omissions.