

# Facilitation: An Invisible Skill in Successful Organizations

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AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Facilitate

- To make easier, help bring about
- To free from obstruction or difficulty
- Synonyms:  
Ease, grease, loosen (up), smooth, unclog
- Related words  
Advance, forward, further, promote, aid, assist, help, improve, disentangle, simplify, streamline
- Antonyms:  
Hinder, impede, retard, worsen, complicate, perplex

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## Poll Question

### Characteristics of Exemplary Facilitators (Select 4)

- a. Anticipate others' needs
- b. Visionary
- c. Enforces rules
- d. Caring/compassionate
- e. Recognized as leader
- f. Trained in change management
- g. Enthusiastic/positive
- h. Organized/detail-oriented

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## Video #1

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## Poll Question

What term/phrase is the best descriptor?

- a. Anticipates others' needs
- b. Empathy
- c. Perceptive
- d. Sensitive to others
- e. Observant

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## Video #2

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## Poll Question

What term/phrase is the best descriptor?

- a. Advanced planner
- b. Detail-oriented
- c. Obsessive-compulsive
- d. Efficient
- e. Organized

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## Video #3

## Poll Question

What term/phrase is the best descriptor?

- a. Perceptive
- b. Analytical
- c. Problem solver
- d. Task-oriented
- e. Gets things done
- f. Acts on problems

## Video #4

## Poll Question

What term/phrase is the best descriptor?

- a. Calm
- b. Emotional intelligence
- c. Self-management
- d. Emotionally controlled
- e. Objective

## Video #5

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## Video #6

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## Video #7

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## Characteristics of Exemplary Facilitators

- Empathy – picks up on/anticipates needs/feelings of others
- Organized – detail oriented
- Compassion – kind, supports others
- Positive attitude – enthusiastic, brings energy
- Acts on problems – moves process forward, task-oriented
- Self management – emotional control
- Sense of humor – wit, brings lightness to situation

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How can this information be applied in organizations?

## Potential Applications

1. Help leaders and managers to intentionally recognize and reward those individuals
2. Strategic placement of such individuals when forming teams
3. Criteria in the screening and interviewing process when hiring for specific positions



## Poll Question:

Enter your email address to be included in any follow-up communication from the presenter(s).



# Social Q & A

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Videography by  
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[www.bestorydrive.com](http://www.bestorydrive.com)

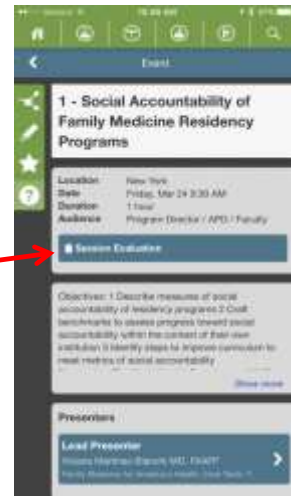
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Please...

Complete the  
session evaluation.

Thank you.



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