

# Level Up: Build Your Facilitation Skills for Effective Meetings

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Why learn facilitation skills?



# Good Meeting Experiences

## Not So Good Meeting Experiences



Agenda

Meeting  
Design

Goals

Participants

Roles &  
Expectations

Ground  
Rules


Materials

Time & Flow

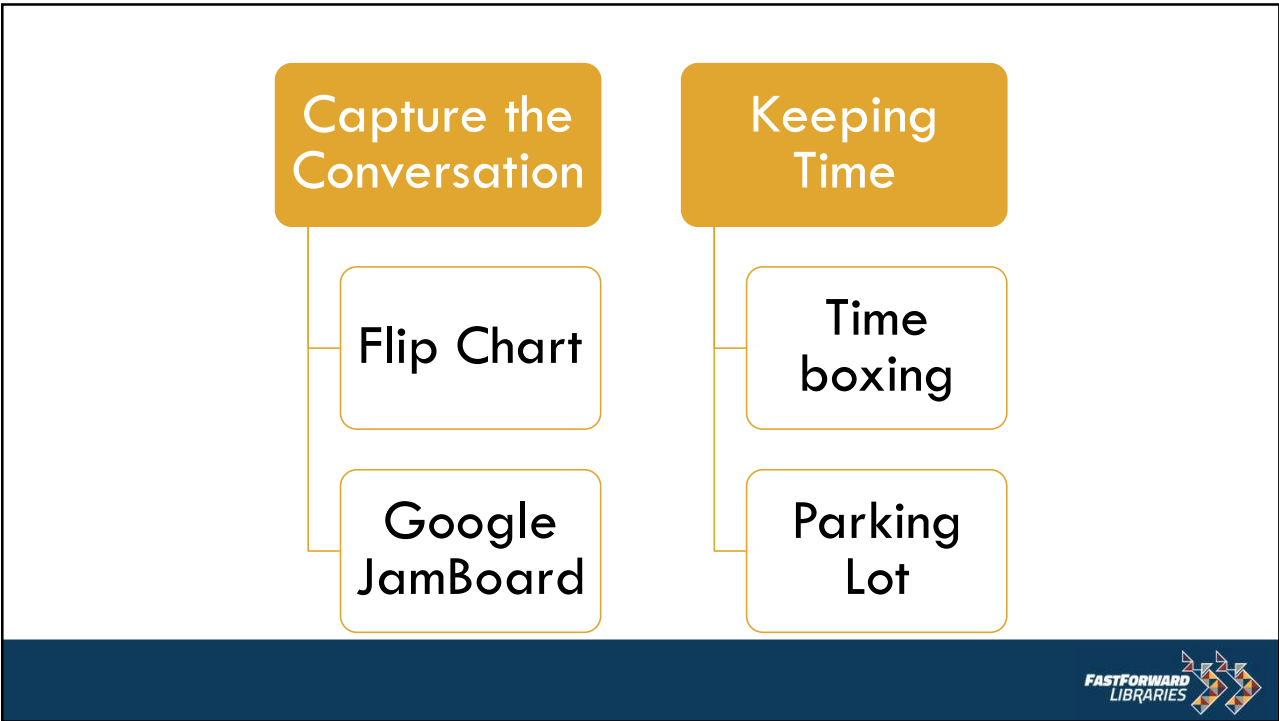
Location

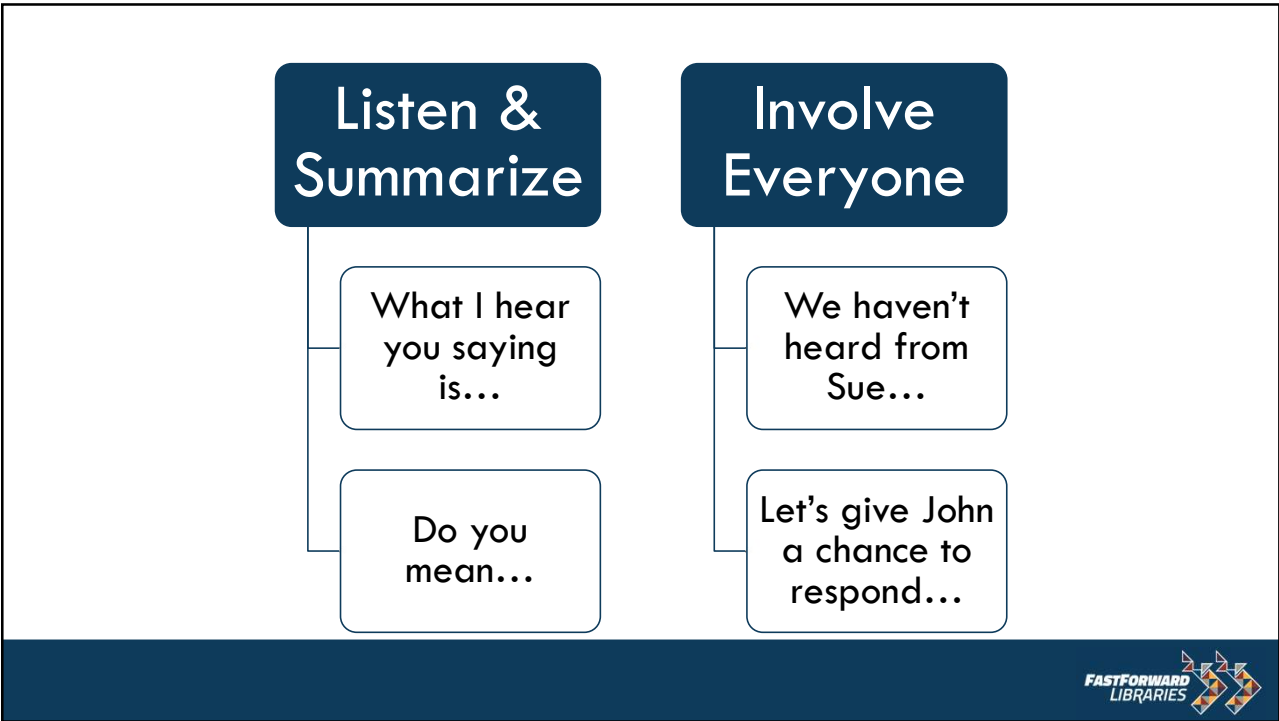
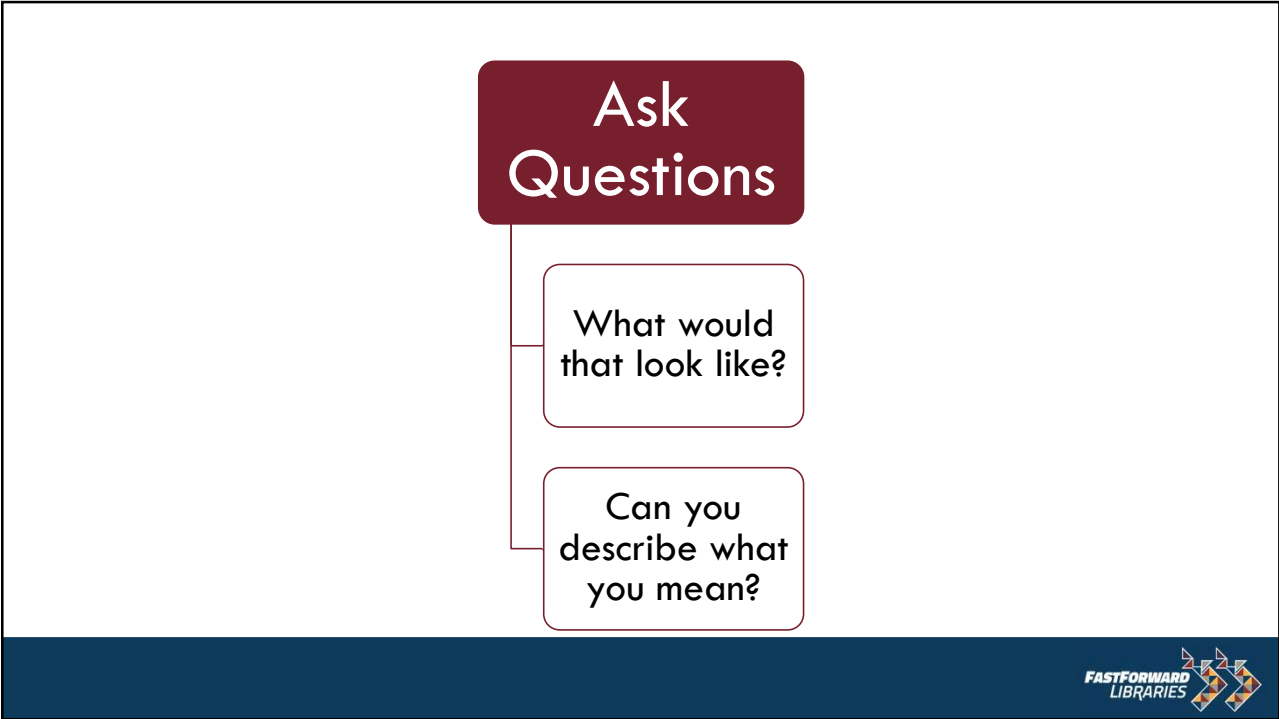


Community Focus Group – Things to Consider	Example
Date / Time / Duration?	May 1, 9am, 1-hour
Location?	Library Meeting Room
Participants?	Invited stakeholders
Registration / Invitation?	Director sends invitations, tracks RSVP
Equipment?	Easel, large post-it pad
Pre-work?	Send agenda
Reminder?	Day before



AGENDA	
<b>Welcome</b> 5 minutes	<ul style="list-style-type: none"> <li>• What is strategic planning?</li> <li>• Why is the library engaging in strategic planning?</li> <li>• Community input into the process</li> <li>• What is the outcome of the process?</li> <li>• Goal for our time together</li> <li>• Questions?</li> </ul>
<b>Icebreaker</b> 8 minutes	<ul style="list-style-type: none"> <li>• Name and role</li> <li>• What's one thing you are proud of related to the library</li> <li>• What's one thing you are curious about?</li> </ul>
<b>Focus Group Questions</b> 40 minutes	<ul style="list-style-type: none"> <li>• Why is the library important to the community?</li> <li>• What can the library do to reach more people?</li> <li>• What kinds of programs should the library offer to help people learn across their lifetime?</li> <li>• How can the library improve their building to better serve the community?</li> <li>• Any other suggestions that have not been mentioned?</li> </ul>
<b>Closing Exercise</b> 5 minutes	<ul style="list-style-type: none"> <li>• Imagine a family member or friend is visiting from another town and they ask about your library...what 3 words would you use to describe the library?</li> </ul>
<b>Next Steps</b> 2 minutes	<ul style="list-style-type: none"> <li>• Questions</li> <li>• Process reminders</li> </ul>





## Who is not in the room?

What perspectives are we missing?

How can we hear directly from the community impacted by this change/idea?



## After the meeting...

Gratitude



Summarize



Evaluation



Reminders

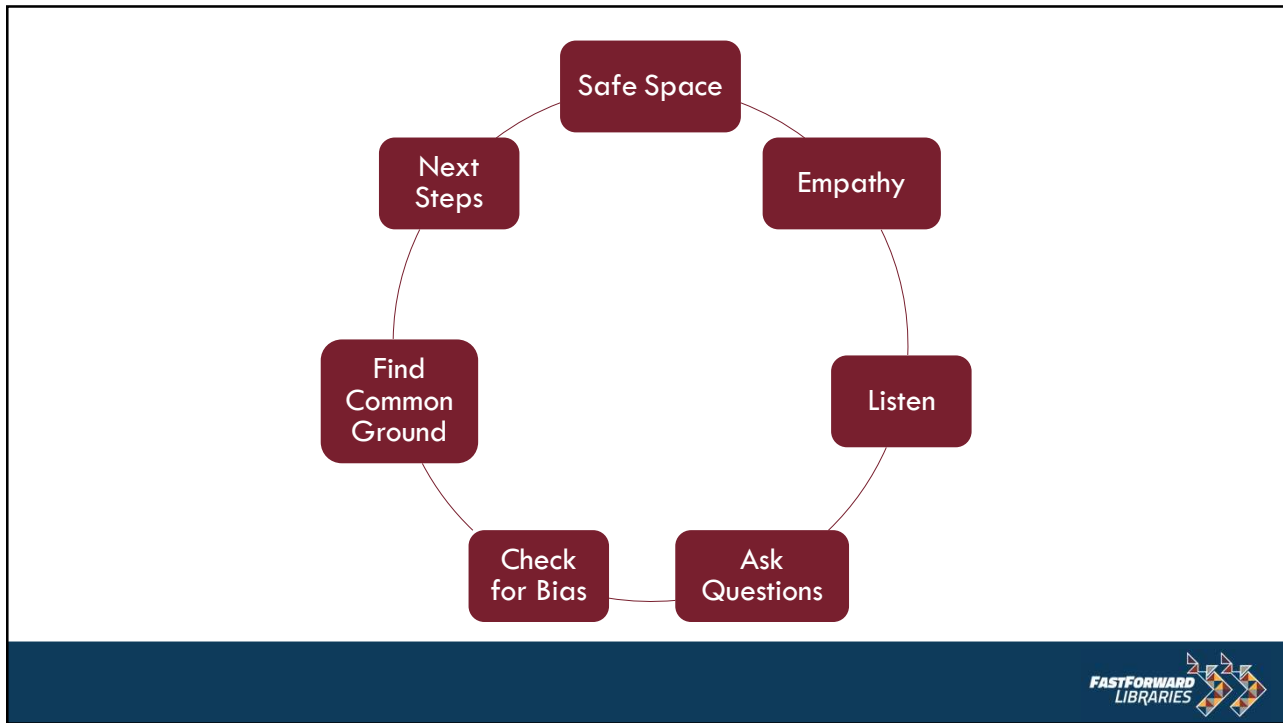


Next Steps



Debrief

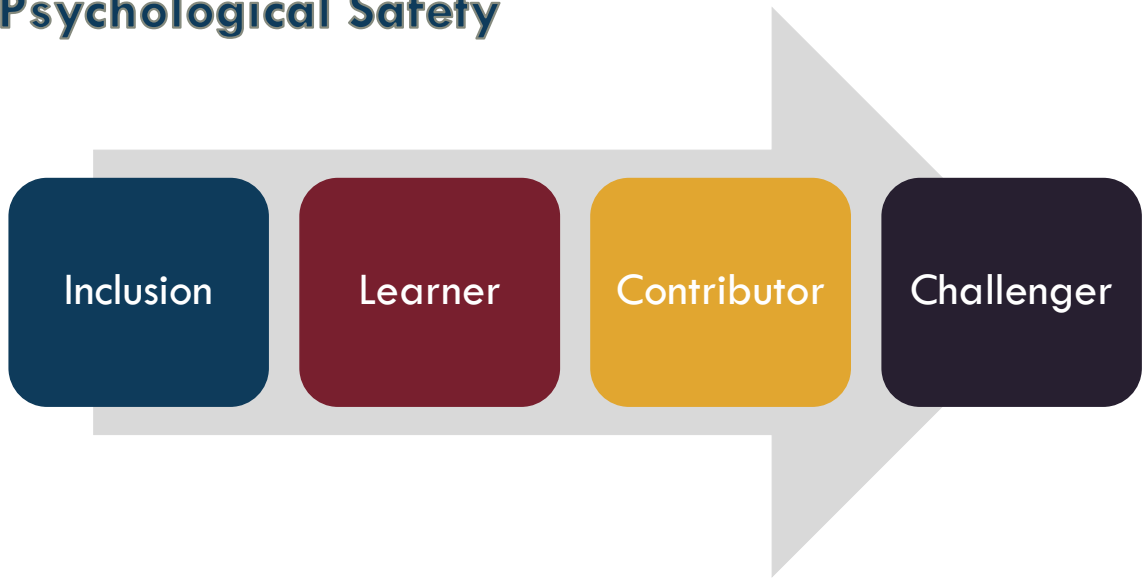




# Psychological Safety



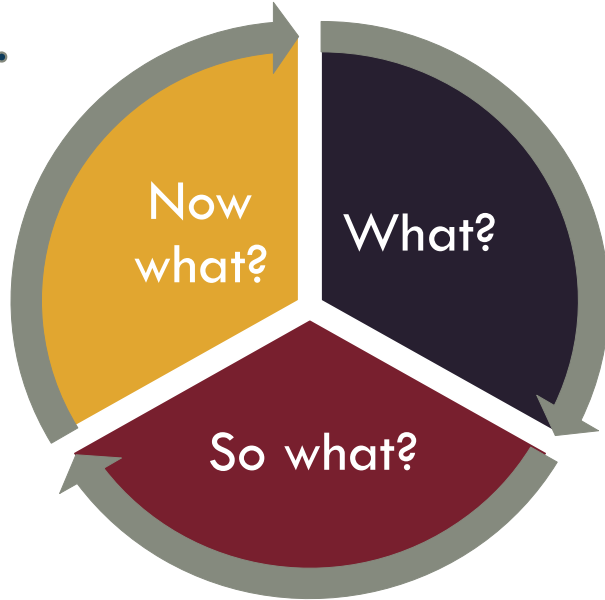
# Psychological Safety





## Using a framework...

**Adaptive Action**



# Q & A



# THANK YOU!



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## Resources

"Leading Conversations in Small and Rural Libraries: Facilitation Guide" – ALA Public Programs Office -  
[https://www.ala.org/tools/sites/ala.org.tools/files/content/PPO\\_LTC\\_Fac\\_Guide%20-%20revised%20v3.pdf](https://www.ala.org/tools/sites/ala.org.tools/files/content/PPO_LTC_Fac_Guide%20-%20revised%20v3.pdf)

Companion Course: <https://www.ala.org/tools/librariestransform/libraries-transforming-communities>

Interrupters, Mic Hogs & Meanies: Strategies for Dealing with Troublemakers: <https://programminglibrarian.org/articles/interrupters-mic-hogs-meanies-strategies-dealing-troublemakers>

Tips for Facilitating a Virtual Group Conversation: <https://programminglibrarian.org/articles/tips-facilitating-virtual-group-conversation>

Book: "Crucial Conversations: Tools for Talking When Stakes Are High" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler

Book: "Radical Candor: Be a Kick-Ass Boss Without Losing Your Humanity" by Kim Scott

Forming, Storming, Norming, and Performing: Tuckman's Model for Nurturing a Team to High Performance -  
[https://www.mindtools.com/pages/article/newLDR\\_86.htm](https://www.mindtools.com/pages/article/newLDR_86.htm)

Adaptive Action: <https://www.hsdinstitute.org/resources/adaptive-action-guide.html>

"The Four Stages of Psychological Safety" by Timothy Clark: <https://wind4change.com/4-stages-psychological-safety-timothy-clark-inclusion-learner-contributor-challenger/>

