

## Facilitation Case Study (Bhavesh Patel)

**Client:**

EcoVisio, Moldova (<https://www.ecovisio.org/>)

**Sector:**

EcoVisio is an NGO focused on sustainable ecological development in Moldova, that has a mix of employees and volunteers.

**Context:**

- Over the last 5+ years, EcoVisio has been running a programme to engage young people in sustainable development, using a three workshop model spread over the year, combined with small groups learning and delivering a project focused on sustainable development.
- To deliver it's growing number of programmes, it has also been training facilitators, and now a group of facilitators exist, that get paid when they deliver workshops for EcoVisio.
- This group wants to increase its' sense of group and possibly start offering its' skills beyond EcoVisio.
- I was involved in the early development of EcoVisio, and am still on the periphery. Based on this they felt it would be useful to ask me to facilitate their meeting as I am an outsider-insider.

**Participants:**

- 11-12 participants.

**Length of Intervention:**

- A single 2-hour online meeting, with preparatory work to get ready for the meeting.

**Rational Aim:**

- To formulate a better understanding of who we are as a group, why do we have a group, and what do we do.

**Experiential Aim:**

- To grow the sense of shared ownership and community between members of the group.

**Main methods used:**

- ORID & CONSENSUS WORKSHOP mash-up cycles to:
  - Invite individuals to reflect on a key question.
  - Work in small groups to share and capture.
  - To cluster and agree on key points.
  - To use the key points to launch into the next cycle of discussions.
- The meeting took place on Zoom, using breakout rooms, and also Google docs.

**To what extent did the event succeed in meeting the intended aims? (short term)**

Immediate thoughts and reflections from the client/participants/facilitator, including successes, challenges. Include quotes if possible

- This was the first time the group has worked together online in a facilitated meeting.
- Participants felt that they had all shared and been heard, and were happy at the sense of shared understanding that emerged from the meeting.
- Capacity questions were also clarified in terms of who will make the next steps of the meeting a high or low priority.
- Next steps were also identified.
- The group will decide whether to contact Bhav for further support.

**See next page for extracts from the meeting.**

**An extract from the meeting:**

<p><b>THE NEED:</b></p> <ul style="list-style-type: none"> <li>• <b>Q. Which need is the group responding?</b></li> <li>• <b>Q. What is the need for your group? Why is it important? What opportunities and challenges this group is responding to?</b></li> <li>• From Today - 31 December 2021.</li> </ul>		
<p><b>GROUP A Julian, Elena, Ion, not here Bhav</b></p>	<p><b>GROUP B Alex, Irina, Maria, Cristi</b></p>	<p><b>GROUP C - Ina, Aina, Max, Violeta</b></p>
<p>Needs:</p> <ul style="list-style-type: none"> <li>• EcoVisio programs need trainers for their educational work</li> <li>• Program coordinators need easy structures to ask for facilitators</li> <li>• Facilitators need a platform for growing, learning, feedbacking</li> <li>• Non-formal education is little developed in our society, this group could assist here</li> </ul> <p>Opportunities &amp; challenges:</p> <ul style="list-style-type: none"> <li>• The future of EcoVisio will never be very clear</li> <li>• Outside world has a demand for our methods and approaches</li> <li>• Not all EcoVisio team knows well about our offer</li> <li>• Not a clear message, no clear name... little formalization, hard to understand and grasp us /use us</li> <li>• Other Ecovisio departments may benefit from our work, but they don't yet know about what we can offer(maybe because we don't have a clear offer)</li> <li>• Unclear commitment by facilitators - causes unclear expectations</li> </ul>	<p>Inside needs:</p> <ul style="list-style-type: none"> <li>• To share the experience (during the seminars)</li> <li>• To create the feeling of group appartenece (</li> <li>• A platform for learning for facilitators</li> <li>• A horizontal structure</li> </ul> <p>Outside needs</p> <ul style="list-style-type: none"> <li>• EcoVisio needs trainers for its programs</li> <li>• Clients need/call for facilitators services.</li> </ul> <p>Why do we need this group</p> <ul style="list-style-type: none"> <li>• Would be nice but not a must</li> </ul> <p>Challenges</p> <ul style="list-style-type: none"> <li>• To have the balance between how much time people/facilitators can offer and the quality of the services provided</li> <li>• How to motivate people/facilitators</li> </ul>	<ul style="list-style-type: none"> <li>• Network of people: exchange of particular professional experience, doing projects together</li> <li>• To use the opportunity for professional development, exchange opportunities, participate in trainings</li> <li>• Create common products.</li> <li>• Exchange ideas, brainstorm.</li> <li>• Possibility to plan the job and get financial sustainability for facilitators inside+ outside</li> <li>• Answer the needs of programs inside and outside EcoVisio</li> <li>• Community of Practice for Facilitators - to promote and develop facilitation as approach</li> <li>• For beginners - being a part of one big group and possibility to develop in safe environment</li> <li>• Shared vision. Quality standards, competences for each member of the group</li> <li>• Community - where members and external "clients" find trust and collaboration.</li> <li>• Enter the market as a group to "sell"/ "offer" the product</li> <li>• Internally: less cooperation more collaboration because we know resources and advantages of each member inside the group.</li> </ul>

## **NEEDS STATEMENT:**

1. EcoVisio programmes can use facilitators better if there is a group.
2. Facilitator development needs a group.
3. Content development needs a group.
4. Outside-EcoVisio work needs a group.
5. Facilitator skills/resources can be used easier internally by having a group.

### **1. EcoVisio programmes can use facilitators better if there is a group.**

- EcoVisio programs need trainers for their educational work.
- EcoVisio needs trainers for its programs.
- To have the balance between how much time people/facilitators can offer and the quality of the services provided.
- Answer the needs of programs inside and outside EcoVisio.

### **2. Facilitator development needs a group.**

- Facilitators need a platform for growing, learning, feedbacking.
- To share the experience (during the seminars).
- A platform for learning for facilitators.
- How to motivate people/facilitators.
- Network of people: exchange of particular professional experience, doing projects together.
- To use the opportunity for professional development, exchange opportunities, participate in trainings.
- Community of Practice for Facilitators - to promote and develop facilitation as approach.
- For beginners - being a part of one big group and possibility to develop in safe environment.
- Shared vision. Quality standards, competences for each member of the group.

### **3. Content development needs a group.**

- Create common products.
- Exchange ideas, brainstorm.

### **4. Outside-EcoVisio work needs a group.**

- Non-formal education is little developed in our society, this group could assist here.
- Outside world has a demand for our methods and approaches.
- Clients need/call for facilitators services.
- Possibility to plan the job and get financial sustainability for facilitators inside and outside.
- Community - where members and external “clients” find trust and collaboration.
- Enter the market as a group to “sell”/ “offer” the product.

### **5. Facilitator skills/resources can be used easier internally by having a group.**

- Program coordinators need easy structures to ask for facilitators.
- Not all EcoVisio team knows well about our offer.
- Other Ecovisio departments may benefit from our work, but they don't yet know about what we can offer (maybe because we don't have a clear offer).
- Internally: less cooperation more collaboration because we know resources and advantages of each member inside the group.