

“ It is impossible to listen and process simultaneously. Anyone who says they can has never understood what fully attentive listening can be. What sets a quality facilitator apart is their capacity to engage and move a group through a process toward an agreed outcome without offering their views along the way. ”

# Facilitation



## Engaging Ergo's Facilitation

Ergo Facilitation is based on methodologies developed and employed by the most esteemed facilitators in the world. These include Harrison Owens' Open Space Technology, Otto Scharmer's Theory U and Juanita Brown and David Isaac's World Café.

Engaging an Ergo facilitator will be an investment in getting the stakeholder buy-in and the business outcomes you need. Every process will be configured to meet the your specific requirement but will typically employ the principles illustrated in this reproduction from World Café, Shaping Our Futures Through Conversations That Matter.

## World Café

The World Café 'approach' is built on the assumption that people already have within them the wisdom and creativity to confront even the most difficult challenges. Given the appropriate context and focus, it is possible to access and use this deeper knowledge about what's important.

As a conversational process, the World Café is an innovative yet simple methodology for hosting conversations about questions that matter. These conversations link and build on each other as people move between groups, cross-pollinate ideas, and discover new insights into the questions or issues that are most important in their work or community. As a process, the World Café can evoke and make visible the collective intelligence of any group, thus increasing people's capacity for effective action in pursuit of common aims.

The integrated design principles have been distilled over the years as a guide to intentionally harnessing the power of conversation for business (and social) value). When used in combination, they provide useful guidance for anyone seeking creative ways to foster authentic dialogue in which the goal is thinking together and creating momentum for change and action.

As a living network pattern, the World Café refers to a living network of conversations that is continually co-evolving as we explore questions that matter with colleagues. The metaphor of the "World as Café" helps us notice these invisible webs of dialogue and personal relationships that enable us to learn, create shared purpose, and shape life-affirming futures together.

## Ask Yourself:

How could I contribute more effectively if I engaged this conversation or process as a participant rather than as the one with all the answers'?

How will I manage the dynamics of the stakeholders as we move through this process?

To what extent am I confident about the process we need to employ in order to get stakeholder buy-in and reach desired outcomes?

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