INTRODUCTION TO RESULTS BASED FACILITATION

A RBF Primer

By Jolie Bain Pillsbury,
Edited by Victoria Goddard-Truitt

This document is an abridged version of RBF Workbook copyrighted 2007 by Jolie Bain Pillsbury and is designed to be used exclusively as part of the RBF Network, LLC Introduction to Results Based Facilitation Workshop.
Results Based Facilitation is an outgrowth of seventeen years of on-going work to support the leadership and facilitation skills of people seeking to improve the well-being of children, youth, families, adults and communities.

The development of Results Based Facilitation was guided by the suggestions and insights of hundreds of leaders and facilitators across the country. I thank them all for their essential contributions as the co-creators of the core methods and competencies.

In particular, I would like to thank and acknowledge my closest thought and practice partner: Bob Pillsbury, my husband and co-founder of the Results Based Facilitation Network.

Facilitation, by its very nature, is derivative. The content of any facilitation reflects the wisdom and creativity of the meeting participants. The development of Results Based Facilitation is integrative of the insights and approaches of all the co-facilitators and colleagues I have worked with over the years. They are too numerous to mention. However, I would be remiss if I did not specifically acknowledge the following partners in the work:

- Victoria Goddard-Truitt, co-founder of the Results Based Facilitation Network, editor of this RBF Primer, and thought leader in scaffolding the learning of RBF;
- Steven Jones, co-founder of the Results Based Facilitation Network, and contributor of the concept of Acknowledge Rephrase Explore (ARE);
- Mark Friedman, champion of results accountability and author of Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities;
- Donna Stark an insightful thought partner, a colleague in this journey, and Director of Leadership Development for the Annie E. Casey Foundation; and;
- The Annie E. Casey Foundation who has supported this work over the years.

Jolie Bain Pillsbury, PhD (ENTJ)
Co-founder Results Based Facilitation Network
June 2008
Table of Contents

A Map to the RBF Journey .............................................................................................................. 1
Experiential and Adult Learning ........................................................................................................ 1
Results Based Facilitation: Overview of Theory and Key Concepts ........................................ 2
What is Results Based Facilitation? ............................................................................................... 2
Why is results based facilitation needed? ......................................................................................... 2
What are the benefits of using RBF skills? ..................................................................................... 3
What are results based facilitation skills? ....................................................................................... 4
How do I develop the RBF skills and what are the stages of the journey? ............................... 4
RBF Core Methods .......................................................................................................................... 4
Assessment of RBF Skills .................................................................................................................. 5
Feedback and Coaching ................................................................................................................... 5
Boundary of Authority, of Role and of Task (B/ART): Understanding the relationship among and between members of the group ................................................................. 6
Person, Role and System .................................................................................................................... 8
Appreciative Listening ....................................................................................................................... 8
Basic Meeting Skills .......................................................................................................................... 9
Advanced RBF Skills ........................................................................................................................ 10
Where can you go to get more information and support for the journey? ............................... 12

Appendices

APPENDIX A: Meeting Design Worksheet #1 ............................................................................... 13
APPENDIX B: Oakley & Krug Reading Reflections ......................................................................... 14
APPENDIX C: Reflective Practice Journal ...................................................................................... 15
APPENDIX D: Individual Development Plan .................................................................................. 17
APPENDIX E: Appreciative Listening .............................................................................................. 18
APPENDIX F: Listening When Triggered ........................................................................................ 19
APPENDIX G: Meeting Design Worksheet #2 ................................................................................. 20
APPENDIX H: Overall Reflections and Next Steps ...................................................................... 20
A MAP TO THE RBF JOURNEY

This primer and the introductory workshop are designed to provide you with a map to begin your journey to understanding core principles of Results Based Facilitation (RBF). You will be engaged in work that is both didactic and experiential as a means for you to learn about the art and theory of RBF. As a result of this workshop you will:

- Understand what Results Based Facilitation (RBF) is and what it is not,
- Explore the benefits of RBF,
- Identify foundational skills and core methods of RBF,
- Practice a cadre of RBF skills,
- Practice using RBF skills to facilitate or participate in a meeting conversation using the 3R’s and developing a context, effective question(s), and listen fors, and
- Identify how to apply one or more of the RBF skills in your everyday work

EXPERIENTIAL AND ADULT LEARNING

The approach to the workshop and learning RBF is grounded in an experiential learning cycle where participants repeat steps to gain an understanding of skills that will lead to mastery of skills. The cycle begins with experience, followed by reflection, discussion of key concepts, and additional practice. This cyclic approach is coupled with an understanding of how adults learn.