

## OUR APPROACH TO FACILITATION AND FACILITATION TRAINING

Why use Illuma Consulting for facilitation or learning about facilitation? ...

We believe the role of a facilitator is to assist the group to reach its outcomes: guiding, challenging, supporting and confronting along the way. We understand that an event does not belong to the facilitator – it belongs to the client organisation or group and to the individuals involved.

The meeting facilitator primarily manages the process of the event, allowing those with the knowledge and expertise to concentrate on content. During a facilitation event we remain primarily in an impartial, process mode. Prior to your event we are in process consultant mode and afterwards we can offer a critical review with you and sometimes advice.

A simple definition of a facilitator is that we help groups do their best thinking. Illuma is highly skilled at designing meeting structures to capitalise on the diverse knowledge and perspectives of people in the room. We utilise a range of appropriate tools / process that help access creative and evaluative thinking as well as decision making and attaining commitment to those decisions.

Meetings in general are notoriously unproductive, yet an important part of every business. Many companies underestimate the real cost of holding a meeting and therefore have no way of assessing the cost in lost time and lost opportunity to the company if the meeting is not a success. Hiring a professional facilitator can greatly increase the productivity of meetings. Return on investment for contracting a facilitator is difficult to measure as there has been no rigorous research, however some rough (but not formally researched) figures coming from colleagues in Canada and USA indicate a 30-40% increase in effectiveness in meetings, with about 30% overall reduction in time. This can be much higher if your existing meeting culture is poor, if the stakes are very high or if the meeting is addressing a serious problem that needs a resolution and implementation of an outcome. One of the most important advantages in using a facilitator with meetings is a greater level of commitment to decisions after the actual meeting.

Illuma does not have an “off the shelf” approach to facilitation assignments.

We tailor our processes to suit the needs of individual clients taking into account: drivers for the process; the organisational culture; the context of the event / project; who and how many people will be involved; time pressures; relationships; budget and more.

Illuma’s own framework at right gives some idea of the complexities involved with facilitating.

Illuma’s framework of facilitation



## ABOUT RHONDA TRANKS

Rhonda Tranks is the Director and Principal Consultant at Illuma. She has over 30 years experience encompassing: HR, Learning and Development, Management and Leadership, Training and Process Facilitation, Education, Coaching and Consulting. She has particular expertise in:

- Organisational Change
- Group & Conference Facilitation
- Team Development
- Strategic Direction Setting & Planning
- Experiential Learning
- Coaching
- Training and Curriculum Design
- Executive Search

Rhonda's management and consulting experience has been developed in a variety of roles and industries in Australia, Mexico, USA, Asia and Europe. She has facilitated hundreds of meetings ranging from: board retreats; large stakeholder engagement events; planning meetings; navigating organisations and groups through restructures; meetings where the group has become dysfunctional (including overt or repressed conflict); mapping new directions through to team development events.

She has extensive experience in a range of facilitation approaches and is familiar with using a range of tools and processes needed for different types of meetings and events. She is also highly skilled at reading the needs of the group and adapting processes to maintain focus on outcomes whilst attending to interpersonal issues that can derail a meeting.

Rhonda has been a Certified Professional Facilitator (CPF) with the International Association of Facilitators (IAF) since January 2007. She is now a global assessor with the IAF. She sat on the IAF's Global Board as Regional Director, Oceania from 2010 – 2012 and also as Director, Marketing in early 2013. Rhonda has presented at IAF conferences in South Africa, Australia, New Zealand, Taiwan, Korea, India, Switzerland, Malaysia and Singapore and was the convener of the IAF Oceania Conference in Melbourne in 2013. She was Chair of the IAF Victoria Chapter 2013-14 and was recently inducted into the IAF's Hall of Fame. Memberships also include the Change Management Institute and Group Relations Australia.



Rhonda's accreditations also include: Master Practitioner of NLP (Neuro-Linguistic Programming) and a range of tools for personal, team and leadership development - Facet5, KGI (Klein Group Instrument for Effective Leadership and Participation in Teams), DISC and the Roche Martin Emotional Capital Report to develop Emotional Intelligence.

## WHY LEARN FACILITATION WITH US?

Rhonda's background is in learning and development, particularly experiential learning and training design. For many years she has trained and mentored others in Group Facilitation - both process facilitation and learning facilitation. Her training programs are practical, meaningful and relevant.

Illuma's two-day "The Essential Facilitator" workshop (previously titled "The Foundations of Facilitation") is aligned with the IAF's Core Competencies. A range of theories, approaches and practices are explored through our own integrative model of facilitation. Participants experience and learn how to use a range of methods in the right context. Everyone gets the opportunity to be involved in practice sessions and feedback and receives an individual coaching / mentoring session with Rhonda after the course. A flyer is available on our website here:

<http://www.illumiconsulting.com.au/learning-workshops/>

We can also work with you to develop a better meeting culture throughout your organisation – including regular team meetings, information sessions to important decision making meetings.



*Facilitation course participants "learning by doing" during a practice session*



*A 2-day workshop facilitated by Rhonda – the team exploring purpose and strategy.*

## **ABOUT ILLUMA CONSULTING**

Illuma Consulting is a 21st century micro business that operates using all that today's technology offers. Illuma's business model allows it to be nimble and flexible. We outsource non-core functions and work with experienced and trusted associate consultants, strategic partnerships and our excellent network of contacts depending on the size and location of an assignment. We have a permanent arrangement for support staff: one that ensures high levels of service and quality control for our clients yet maintains flexibility and keeps costs to a minimum.

Illuma's ultimate aim is for our clients (individuals and groups) to make and implement wiser choices as they grapple with increasing complexity and rapidity of change. Our role is to act as a catalyst for exploring and attaining positive change, through facilitation, coaching, training and development. Our expertise lies in developing and drawing out the wisdom within - encouraging people to shift perspectives, approach problems with fresh insights, make appropriate decisions and implement them so they successfully achieve the outcomes they want.

Illuma's mission is to work with our clients to achieve better ways, better performance, better relationships, better results and ultimately much better organisations. We achieve this through:

- Personal Development: coaching, mentoring and training
- Team Development: team coaching, training and facilitation
- Organisational Development - particular focus on: organisational change and transition, resilience, collaborative exploration and decision-making, process facilitation, developing more effective and productive collegial relationships.

More details are available on our website <http://www.illumiconsulting.com.au>

Connect and read Rhonda's posts on LinkedIn <https://www.linkedin.com/in/rhondatranks>

More articles and blogs here <http://www.illumiconsulting.com.au/ignite>

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