



# FACILITATION SKILLS FOR EVERYDAY COLLABORATION

1 5 T r i g g e r P o i n t s

Nadia von Holzen  
Learning Moments



# 15 Facilitative Trigger Points for Everyday Collaboration

1

Approach your exchanges with intention and curiosity.

2

Shape your conversation: Propose (spontaneously) a strategic mini-plan on how to proceed.

3

Connect conversation partners who haven't met yet and create an inviting, respectful, dynamic, and human atmosphere.

4

Keep the conversation on track by guiding it.

5

Observe how the exchange process unfolds and whether it is valuable and healthy.  
Intervene if needed.



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6

Encourage turn-taking so that everyone can express their opinions and ideas.

7

Actively listen to what is being said and expressed. Verify understanding by restating or paraphrasing critical points.

8

Welcome questions that deepen and broaden the discussion.

9

In the case of divergent understandings, misunderstandings, subtle irritations, or friction, invite clarification discussions.

10

Find agreement on how and whether a decision will be taken and guide the decision-making process.



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11

Make the distinction between exploring an issue and making a decision. It is usually easier to converge after spending enough time exploring possibilities.

12

Keep an eye on the time and remind the partner or group to move on and agree on the next steps.

13

Summarize the conversation and agree on the next steps.

14

Make sure what needs to be documented is documented and who takes the lead.

15

Be aware when you (or someone) starts to facipulate (combination of facilitation and manipulation).

