



## Carene Davis-Stitt, Ph.D.

Carene Davis-Stitt is a social psychologist. She designs and delivers many of DeltaNet's services, including our facilitation services. She helps businesses harness the powerful influences people exert on each other to improve innovation, quality, and productivity.

**Social Psychology** is the scientific discipline that attempts to understand and explain how the thoughts, feelings, and behavior of individuals are influenced by the actual, imagined, or implied presence of others.

Gordon Allport

**As a skilled facilitator,** she improves group performance using proven processes, managing individual roles, and balancing individual participation.

**As a social psychologist,** she diagnoses non-constructive behaviors on the fly and applies brief bursts of training to improve the constructive participation of the group members at the moment it has the most beneficial effect.

Either of the two methods will improve group performance. Together, they deliver a powerful synergistic effect. Groups produce higher quality outcomes, the members of the group become more highly committed to those outcomes, and the individual members of the group develop skills that make them more effective in future group activities.

## PROFESSIONAL MEETING FACILITATION

- Unite diverse individual interests into group interests
- Learn skills and processes that will stick with you
- Get higher quality outcomes in less time
- Get enthusiastic commitment to those outcomes
- Get far more effective execution of decisions and plans
- A must for important meetings with a lot at stake

## FACILITATION TRAINING

- Train your own internal facilitators
- Get the benefits above from your many smaller meetings
- Make effective meetings the norm in your business
- Enrich the skills and abilities of your workforce
- Develop a more interactive, interdependent workforce
- Compete with the real competitors, not with each other

## APPLICATIONS

### • Off-Site Meetings and Retreats

Professional facilitation increases the quality of the outcomes of offsite meetings and retreats, and it creates a stronger sense of commitment to those outcomes. The skills and processes and the strong sense of ownership developed in a well-facilitated meeting create positive behavioral changes that persist long after the participants return to work.

Teams learn teamwork doing the team's work, not doing unrelated exercises.

### • Important Meetings

When the outcome of a meeting is important to the business, facilitation pays off very well. When facing important decisions, people tend to defend their positions and emphasize their differences. It's part of their identity. A skilled facilitator guides the participants toward common ground, making the needs and the identity of the group more important than the individual members.

The combined knowledge of a group exceeds that of any of the individual members.

### • Facilitated Workshops

Producing a plan, creating a major proposal, or analyzing customer needs and wants may be good examples of tasks best done by small groups in workshops spanning several days. The classic business planning methods, parsing out independent parts of the plan to the functional groups, does almost nothing to integrate their diverse perspectives or to add value by discovering strategies that span functional boundaries.

Facilitated workshops integrate diverse knowledge across functional boundaries to maximize the value of the workshop outcomes to the larger organization.

# Facilitation Services

## Make Meetings More Effective

If you believe your organization holds too many meetings that use up too much time and produce too little value, you are not alone. It's difficult for people with a stake in important decisions to allow their self-interests to intermingle with the self-interests of others, especially others who have a different stake in the outcome. Neither defending self-interests nor choosing a winner makes a meetings more effective.

If you believe your retreats or offsite meetings have not delivered an acceptable ROI, you are not alone. It's easy to believe that getting people together in a nice setting away from their normal routine will improve teamwork. That may even be

evident during the retreat, but it rarely persists for more than a few weeks after people return to their workplaces.

Having more meetings, fewer meetings, or having them in nicer places does not make meetings more effective. Using skilled facilitation does.

Carene Davis-Stitt guides people through proven processes that unite diverse individual interests into group interests. The participants typically see a higher value in the group interests they have developed together than they saw in their own self-interests.

As a social psychologist, she diagnoses group behavior while facilitating a meeting, and focuses

the group's attention on specific behaviors. Recognizing their constructive behaviors, the group can encourage and strengthen them. Recognizing their defensive, non-constructive behaviors the group can discourage and mitigate them.

That develops skills and processes that continue to produce higher value, higher quality outcomes in future meetings. It changes the meeting culture in your organization to make meetings more effective—without sacrificing what's important to the individuals. That leads to fewer meetings producing higher quality outcomes in less time—a far better value for the time and money spent on meetings.

## Get Buy-In on Important Decisions and Plans

Making meetings more effective is certainly important to businesses. But even more important in many organizations is lackluster execution of the decisions and plans produced as the outcomes of the meetings.

The belief that others will enthusiastically and wholeheartedly commit themselves to your decisions and plans because of their quality and the way they were created is at best foolhardy. So is

the belief that status, power and/or coercion will create the enthusiasm and commitment vital to success.

Building enthusiasm and commitment, the underpinnings of stellar execution of decisions and plans, begins with the people who created them. If the outcomes were created in effective meetings, every participant was in fact a creator of the outcomes. Every participant owns the outcomes.

Every participant is enthusiastically committed to the execution of the outcomes.

Carene Davis-Stitt trains people on group dynamics, influence, schemas, cognitive dissonance, and other basic tools in the social psychologist's tool chest, to prepare the participants to sell the meeting outcomes to those who will execute them. Think of it as rallying people around a cause—a cause they have created themselves.

## Develop Your Own Facilitators

We believe professional facilitation is a must in meetings with a lot at stake; for example, expensive offsite meetings, business planning meetings, and meetings to solve major problems. Many of your meetings may not have so much at stake,

but you have a lot of them. Developing your own facilitators can make those meetings more effective and create stronger buy-in.

Dr. Davis-Stitt has designed one-day facilitator development workshops to help organizations

grow their own internal facilitators. The primary workshops build the basic skills and processes needed by people new to facilitation. The advanced workshops polish up the skills and processes of experienced facilitators.

## What To Expect

Our Facilitation Services are tailored specifically for each individual client, the purposes of the meetings to be facilitated, and the unique problems or opportunities each client faces. Expect to interact with Dr. Davis-Stitt before the facilitation to help her to understand what you and your business are facing, what you want, and to mutually develop the purpose of the meeting, the agenda, and the outcomes you want from the meeting.

Participants should expect to focus intently on the purpose of the meeting and development of the outcomes during the meeting. We believe people learn effective meeting skills and processes while practicing them in facilitated, effective meetings.

Expect just-in-time awareness and training interventions. When participants present defensive, non-constructive interactive behaviors expect brief interventions to recognize the behaviors, discuss

their effects on the group's effectiveness, and for the group to decide how to proceed. Usually that leads to a brief training intervention on skills and processes to channel the energy into more constructive interactions that focus more on the tasks at hand and/or on more collaborative interactions.

Expect to learn to work together more effectively. People in groups are more productive and more creative when they can focus on the task at hand and work collaboratively toward common goals at the same time. In our experience people in business have a strong bias toward the task focus—and a strong bias toward working independently.

Expect to have fun. People are most productive and most creative when they are doing something important, when they believe they can make a difference, and when they enjoy what they are doing.



Please contact us to learn more about how DeltaNet's Facilitation Services may help your business learn, unite, win.

DeltaNet Management Consultants  
P.O. Box 70324,  
Springfield, OR  
USA 97475

Phone: +1 541 344 9704  
Mobile: +1 541 337 6530

info@deltanet-consultants.com  
www.deltanet-consultants.com