

SWK 409

(Ragg, 2010, Garvin 2011-2013)

TASK GROUPS FACILITATION TASKS OF THE WORKER

BEGINNING STAGES

1. Prepare (meet with outside power, understand mandate of group).
2. Liaison (work with outside power to develop parameters and membership ideas).
3. Prepare information packages and presentations to provide focus (outline issues, clarify technical requirements).
4. Facilitate involvement (pull together membership, pitch the group).
5. Tease out concerns/agendas (allow members to explore, push limits of agenda).
6. Resolve issues that might interfere (identify potential problems and limit focus).
7. Clarify contract (pull together all of above and ratify what will occur).
8. Balance agendas at each level (work to allow all levels to meet goals).
9. Solidify membership (invite or release members, close the group).
10. Establish boundaries (develop protocol for sharing at consistency and outer body levels).

MIDDLE STAGES

1. Empower members within parameters (work with contract to allow group to do task).
2. Develop working principles (decision making, social control etc.).
3. Operationalize goals (break goals down into tasks that can be accomplished).
4. Develop role structures (let members assume specialty functions, chair etc.).
5. Prepare weekly agendas (identify one member or leader to prepare each meeting).
6. Ratify work done and agenda (assure the contract is used to measure and appreciate tasks).
7. Clarify, support and inform (clarify issues, get needed information, support members struggles).
8. Monitor task accomplishment (minutes, support, summarize, prepare for next steps).
9. Redirect to task (when sidetracked keep contract focal).
10. Structure feedback (help members outline then prioritize issues and feedback).

LATER STAGES/ENDING

1. Clarify and seek consensus on the meaning of feedback (validate priorities, summarize).
2. Ratify task outcomes and direction with membership (validate that mandate and agendas are complete).
3. Evaluate outcomes according to task and goals (validate that the outcomes achieve the mandate and goals).
4. Develop next action steps (explore what needs to occur next to assure the spirit of the outcome is achieved).
5. Explore constituency reactions (as members return to primary identification with constituencies, how will they interpret the outcomes and how will this be managed).
6. Produce and disseminate product (complete the final product and circulate for final feedback).
7. Communicate findings to external body (report, meeting, action plan).
8. Possibly reformulate group for implementation monitoring functions (explore how the group might act in future to make sure that the spirit of the outcomes is protected).