



# OPPORTUNITY KNOCKS

*Small Business Excellence*

## Summary of October 2014 Facilitator Training

Pressing Issues Facilitators were asked to identify their most important issues. Quite a few of the issues related to our Commitment Value topic for the day. Other issues will be followed up with subsequent communications, available resources, possible focus groups and future training sessions. The issues are separated here into two groups:

**Related to Members:** Quality vs. Quantity, What makes a good member? (member profile), Sporadic attendance, Member turnover and impact on culture, Addressing same recurring issue with a member, Getting to results and accountability.

**Related to Meeting Quality:** Delivering consistent value to members, Managing rapid business growth; Need to get more discussion regarding good strategy, not just tactics; Time management, Empty space in meetings; What to do with the elephant in the room, Issue preparation in meetings and processing.

Members were asked to identifying quality characteristics of good chefs (in preparation for exercise of day). Suggestion was then compare these to quality characteristics of good facilitators. Characteristics are grouped in the following manner:

**Related to Energy:** Passion, Leadership, Risk Taker, Inspirational, Courage, Hunger (motivated), Creativity, and Improviser.

**Related to Basic Skills:** Experienced and Seasoned, Organized, Planner, Flexibility, Timing, Disciplined, and Coachable.

**Related to People Skills:** Humility, Collaborative, Good Communicator, Empathetic, Listener and Understanding

### **Main Exercise of Day:**

We began an exploration of our corporate values for OK starting with the value of Commitment. Each small breakout group was asked to come up with a recipe that would be creative and that would encourage high levels of commitment, demonstrated by behavior, throughout all levels of Opportunity Knocks (Organization/Board, Facilitators and Members). Each recipe would require specific ingredients from each contributor to this healthy ecosystem.

There were two groups on each of our training days, or a total of four recipes created. As you view the summary of their results, one suggestion might be to compare the recipes in terms of source ingredients. What patterns are showing up? How do the recipes suggest we should address the recruitment of facilitators and members? How might it change and improve our strategies to foster

robust levels of commitment throughout the entire organization? How might it identify future training needs or focus groups to help keep us on track? You get the idea. Have fun-the groups did as you will see below.

### **“Commitment Cake”**

This group pictured a four layer cake with the foundational layer representing the organization of OK. Main ingredients for this layer were Quality Recruitment and Training, Commitment to Values with additional ingredients of Quality Support and Control. In between this layer and the next was the ingredient/principle of Public Service-representing the type of organization OK aspires to be.

The second layer represented the facilitators with the main ingredients being Passion, Commitment and Empathy with additional ingredients of Organizational Skills and Creativity. In between this layer and the next was the ingredient/principle of Collaboration.

The third layer represented an additional layer of ingredients from the facilitators of Communicator, Time Manager and Courage. In between this layer and the next was the ingredient/principle of Trust.

The top layer, representing the members were the main ingredients of Commitment, being Open/Engaged, Empathetic; Contributor to the success of others, Flexibility and an orientation to Growth and Success.

### **“The Delicious Opportunity Taco”**

This group pictured a taco with the shell representing the organization that provided the main ingredients of Structure and Communication. The stuffing of the taco represented the ingredients contributed by the facilitators with equal parts of Concern, Care and Curiosity. The taco toppings represented the ingredients contributed by the members as “condiments” with Passion, Enthusiasm, Growth, Vulnerability/Humility and Coach-ability being the main important contributions to the good flavor of this Opportunity Taco.

### **“OK Parfait”**

This group drew a picture of a beautiful parfait with the container representing source ingredients contributed by the organization of Brand, Look, Shape, Inviting Culture, Structure (what’s in/what’s out). The main ingredients of the parfait were also elements contributed by the organization with the necessary ingredients of Vision and Purpose, Structure, Leadership Sustainability and Continuity with additional ingredients of Communication with Growth being the top main ingredient. The facilitators represented the “syrup and the sauce” with the main ingredients being pictured as Passion, Inspiration, Leadership and Hunger with the additional ingredients being Decisiveness, Diplomacy, Ability to Listen, Creativity and being an Organizer. The members represented the top layer of all the topping choices with an emphasis on the main ingredients of being Learners, Showing Up and being Committed, while also being Trustworthy, an Action Taker, being Coachable and a Contributor to the success of others.

### **“Commitment Moonshine”**

This group represented the Happy Hour group and pictured a Still as the organization of OK with the main ingredients here being Understanding Customers, being Innovative and Creative, being great Communicators while using all Resources Wisely. The facilitators were pictured as the bootlegger with the main ingredients being Knowledgeable and Experienced, highly Committed, Member Centric, Empathetic and Organized. The members, were (you guessed it) the “consumers of the beverage” with the main ingredients needed here of being Growth minded, Coachable, Accountable, Committed and Knowledgeable and perhaps Thirsty. (☺)