

# Facilitation Impact Awards



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Recap

What would make this webinar really valuable?



**Julia Donohue**  
Project Leader



**Tamara Eberle, CPF, CTF**  
Traction Strategy

Devoted to inspiring and provoking creative and critical thinking

# International Association of Facilitators



Our mission is to grow the community of practice for all those who facilitate, establish internationally accepted professional standards, build credibility and promote the value of facilitation around the world



promoting the power of facilitation worldwide

# About the awards



## Purpose

- promote the positive impact of facilitation
- reward use and recognise excellence
- provide evidence of the power of facilitation

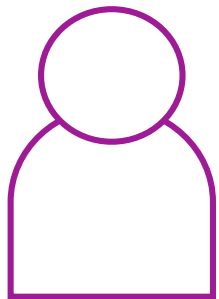
Open to **organisations** of any size



legally recognised entity

**use and benefit from facilitation**

rather than firms that provide facilitation services



**facilitator** included in organisation's submission  
both the organisation and facilitator receive an award

All eligible submissions that score **70+ points** receive an award

Silver 70+



Gold 80+



Platinum 90+



# Criteria



## Organisation impact 55 points in total

- quantified results 25 points
- qualitative results 15 points
- extent of impact 15 points



# Traction Strategy



2014 High stakes process improvement project – Square One Shopping Centre

2015 The Power of Story: Revitalizing a Company in a Revitalizing City –  
Edmonton City Centre



2013 From Division to Union – Square One Oxford Properties

2014 Brining a new brand to life and creating a meaningful employee  
engagement program – Upper Canada Mall

2016 “Innovate or Dinosaur”: A Collaborative Innovation Game – Square  
One and Yorkdale

2017 A Seismic Identity Shift: From Retail Centre Managers to City Builders  
– Square One Shopping Centre

2018 Spark of Creativity – Roche

# Nominate at the right time



If results are yet to be achieved, consider nominating next year

# Key documents



## Guidelines

### Organisation impact (55 points)

Organisation impact is a combination of the results achieved against the project objectives and the extent of the impact—for example, whether the results affected a small team, one or more areas within the organisation, the entire organisation, an industry sector or the broader community.

#### Criterion 1: The quantified results demonstrate the project objectives were met

Quantified results are numerical measures that were used to demonstrate the change that occurred because of the project. Examples include:

- percentage reduction in costs, complaints, processing times, waiting times or waste
- percentage increase in staff morale, revenue, profit, customers or service delivery
- percentage of the community who agreed with a proposal for resolving a contentious issue
- amount of investment funding or grants obtained.

4 points	No quantified results were provided or the quantified results provided demonstrate that a limited contribution was made to the project objectives.
10 points	The quantified results demonstrate that progress was made towards the project objectives.
15 points	The quantified results demonstrate that significant progress was made towards the project objectives.
25 points	The quantified results demonstrate that the project objectives were met or exceeded.

Explains criteria

Shows scoring framework evaluators use

## Submission form

### Section 3 Statements referencing the award criteria

Address the award criteria using the headings provided. See [Facilitation Impact Award guidelines](#) for the framework evaluators will use to score your submission. The points shown indicate the maximum points available for each criterion.

#### Organisation impact (55 points)

**Criterion 1:** The quantified results demonstrate the project objectives were met (25 points)

State the quantified (i.e. measured) results achieved within 24 months of the closing date for submission.

\*

**Criterion 2:** The qualitative results indicate the project objectives were met (15 points)

State the results achieved that were not quantified but the organisation accepts were achieved based on people's observations, experience or informal feedback from others.

\*

**Criterion 3:** The project impacted a substantial part of the organisation (15 points)

By 'organisation' we mean the part of the organisation that was in scope for the project e.g. the entire organisation, a division, branch or section. Indicate the percentage of the organisation that was involved in or affected by the results.

\*

#### Facilitation use (12 points)

**Criterion 4:** Facilitated processes were an integral component of the project

Provide an overview of the key stages of the project and explain when and how facilitated processes were used. Include an indication of the duration of facilitated processes (e.g. one-day workshop) and the number and type of participants (e.g. staff, senior management, customers, community members).

\*

Headings reflect criteria

Instructions shown as shaded text – please do not delete instructions

# Organisation impact



## Quantified results

- ✓ Ideas generated at staff workshops generated savings of \$500k
- ✓ Heavy equipment utilisation increased from 28% to 92%
- ✓ Turnaround times reduced from 5 to 3 hours
- ✓ Customer complaints decreased from 1500 in 2013 to 100 in 2014

## Qualitative results

- Ideas generated at staff workshops generated significant savings
- Heavy equipment utilisation improved significantly
- Turnaround times were reduced
- Improved customer service

## Submission form

### Section 2 Project overview

Include clear project **objectives**

Include clear definition of **organisation** in scope

### Section 3

Criterion 1 – **quantified** results achieved

Criterion 2 – **qualitative** results achieved

Criterion 3 – % of organisation involved or affected



# Facilitation quality



## Guidelines

### Facilitation quality (24 points)

#### Criterion 5: The practice of facilitation was aligned with IAF Core Competencies

Competencies should be addressed at the IAF's defined sub-competency levels—for example, for IAF Core Competency A *Create collaborative client relationships*, sub-competencies A1, A2 and A3 should be addressed. The types of behaviours that indicate the sub-competency is being practiced are shown as bullet points under each sub-competency.

'Adequately addressed' means the statements made or examples provided demonstrate the facilitator is practicing the sub-competency. Generic statements without details are not adequate. Examples of inadequate statements and the type of information required are set out below.

Inadequate statement	Type of evidence-based information required
A working partnership was developed with the client.	The key steps taken to develop a working partnership with the client were...
Multiple facilitation methods were used.	The key methods used included ...
The facilitator undertakes professional development activities.	Examples of the professional development activities the facilitator has undertaken include...

#### A Create collaborative client relationships

##### A1 Develop working partnerships

- clarify mutual commitment
- develop consensus on tasks, deliverables, roles and responsibilities
- demonstrate collaborative values and processes such as in co-facilitation

##### A2 Design and customise applications to meet client needs

- analyse organisational environment
- diagnose client need
- create appropriate design to achieve intended outcomes
- predefine a quality product and outcomes with client

## Form

### Facilitation quality (24 points)

#### Criterion 5: The practice of facilitation was aligned with IAF Core Competencies

Provide a brief statement that demonstrates how each of the sub-competencies was met. Include specific steps or examples e.g. rather than 'A working partnership was developed with the client', outline the key steps that were taken to develop a working partnership with the client.

#### A Create collaborative client relationships (4 points)

##### A1 Develop working partnerships

\*

##### A2 Design and customize applications to meet client needs

\*

##### A3 Manage multi-session events effectively

\*

Address each sub-competency...A1, A2, A3

- concise and specific examples
- types of behaviours shown in guidelines

# Evaluation



## Evaluators

IAF members:

- complete training
- declare any conflicts of interest
- undertake to evaluate fairly and consistently
  - understand submission
  - score maximum points possible using scoring framework

Most have a number of years experience as an evaluator

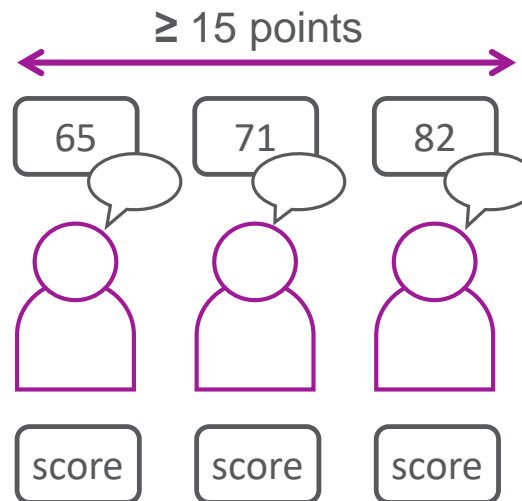
## Process

**Independently** score each submission

Submission score is the average



If there is a wide spread in scores...



evaluators discuss the reasons for the scores they gave

**independently** score the submission again

# Summary



- ✓ Nominate at the right time
  - baseline measures available (if relevant for objective)
  - **results** achieved and measures available
- ✓ Read Facilitation Impact Award Guidelines
  - criteria
  - scoring framework
- ✓ Address each criterion
  - provide the requested information—be clear and concise
  - address Core Competencies at the sub-competency level, provide specific examples rather than generic statements
- ✓ Ask someone to review your submission
  - but not a FIA project team member or evaluator

View past award projects at [www.iaf-world.org/FIA](http://www.iaf-world.org/FIA)