

Facilitator Crib Sheet

Allow the group 5 minutes to think of their good and bad points. It is best to discourage discussion before they have written their good and bad points down, otherwise there tends to be a lot of commonality between responses, and quieter people may be influenced towards other people's views rather than being able to express their own.

Collect the post-it notes and then facilitate a group discussion on what the issue/success was, and what learning we can take from it. Once discussed, stick the post-it to the whiteboard and make notes on the learnings next to it. As you go through all of the post-it notes, recurring themes should start to appear, and you can stick the post-its on top of each other to indicate similar points.

Once all post-it notes are on the wall, you should be able to draw lines around 'clusters' of similar observations. If you're lucky you'll end up with 4-6 key learning areas, which are indicated by clusters of post-it notes. However – be aware that really good learnings may only have been identified by a single person, so an element of judgement is required in deciding which ones to focus on.

Work with the group to decide how to wordsmith each learning, and write each one up on a post it note and place it in the grid.

Once you have finished all threads, draw the success/ watch area/ learnings on the grid. Each point will fall into one of the three areas (and this is normally quite accurate). Confirm with the group, and if necessary shift the post-its to clarify the categorisation.