

Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Conflict Mediation
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information or to arrange for facilitator services, e-mail or call:

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or

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Visit the Facilitator Program Web Page at:

<http://www.oakridge.doe.gov/fac/>

Successful Meetings: Not Just Wishful Thinking!

Meetings are a fact of life for many of us. When you consider the time employees spend in meetings (and the cost of their time) it becomes clear that meetings **MUST** be productive and successful.

An integral element for successful meetings is for participants to understand the purpose of the meeting. Without this knowledge, participants will come to a meeting with either no expectations or unreasonable ones. Participants use these expectations as a gauge to determine if a meeting has been successful. Help your meeting participants out . . . let them know what to expect!

Some common meeting objectives are to:

- ♦ **Exchange information**
"To share new documentation requirements"
- ♦ **Solve problems**
"To resolve computer difficulties"
- ♦ **Make decisions**
"To prioritize projects for funding"
- ♦ **Share concerns**
"To discuss concerns about the reorganization"
- ♦ **Explain issues**
"To review the impacts of budget cuts"



In our next bulletin
Meetings: Planning for Success