Welcome
CIF e-Lectures
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Facilitation
Increase engagement & learning
Susan Gesner & David Donaldson
trying to paddle up-hill

David Donaldson
Director, Client Solutions
Juice Inc.
25 Years Experience

Susan Gesner
President
Gesner & Associates
Environmental Learning
35 Years Experience

Susan

working with the flow
Objective

How do we, as technical experts, better communicate?

Expectations:

You are going to participate
Opening Thought

“Nobody cares how much you know until they know how much you care.”

Teddy Roosevelt
Susan’s first experience:

As a participant, what do you prefer?
Table Stakes

- Loyal
- Dedicated
- Committed
- Early/Late
- Promote
- D. Effort

Human Magic

- Passionate
- Focused
- In Flow
- Connected
- Resilient
- Innovative
Question: How do you energize peoples’ brains?
Create Connection

Oxytocin - trust, rapport, bonding
Trigger Possibility
Dopamine - motivation, creativity, goal orientation
Build Progress

Serotonin - agency, belief, confidence
Your conversation capability creates expansion or contraction in peoples’ brains.
The Power of Conversation

1. Step into their world
   - WMM to you and why is that important

2. Invite them into your world
   - Share WMM to me and why it is important

3. Find common ground
   - WMM to both of us

4. Partner to make something better
   - How might we...
Definition of a lecture

When you copy the notes from the professor’s book into the student’s book without passing through either brain.
Tools/Techniques/Stories

How to deal with your biggest facilitation challenges?
How to deal with...
Frank: “this is all BS!”
Biosphere derailed
Facilitation

Show them the path,
then get out of the way.
Thank you!

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