

Sample Facilitation Questions:

- Desired outcome: Participants generate thoughtful reflections and significant information about new learning or experiences.

Facilitation questions to promote this outcome:

What else did you observe/experience?

Can you be more specific?

Can you say that in another way?

Can you provide some more details about _____?

Who else had the same reaction? Who had a different reaction?

- Desired outcome: Participants make sense of data by drawing meaning from it, identifying significant connections, patterns, or trends.

Facilitation questions:

Do you see a pattern here?

How do you account for _____?

What was significant about _____?

What connections to you see?

What does _____ suggest to you?

- Desired outcome: Participants generalize information to other experiences. They understand how overarching principles apply to different situations.

Facilitation questions:

What can we infer/conclude from _____?

Does _____ remind you of anything?

What principle do you see operating here?

What does this help you explain?

How does this relate to other experiences or things you already knew?

- Desired outcome: Participants apply new learning to real world situations.

Facilitation questions:

How can you use that information?

What does this new information say about our own actions/lives?

What are the consequences of doing or not doing _____?

How can you adapt this information to make it applicable to you?

What was your experience? And some follow up questions:

Can you be more specific?

Can you say that in another way?

Can you provide some more details about _____?

Who else had the same reaction? Who had a different reaction?

- Desired outcome: Participants make sense of data by drawing meaning from it, identifying significant connections, patterns, or trends.

Facilitation questions:

Do you see a pattern here?

How do you account for _____?

What was significant about _____?

What connections to you see?

What does _____ suggest to you?

- Desired outcome: Participants generalize information to other experiences. They understand how overarching principles apply to different situations.

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What can we infer/conclude from _____?

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- Desired outcome: Participants apply new learning to real world situations.

Facilitation questions:

How can you use that information?

What does this new information say about our own actions/lives?

What are the consequences of doing or not doing _____?

How can you adapt this information to make it applicable to you?

Other questions:

How will you cut through any political problems you all face that would get in the way of aligning together?

What specifically will you need to see from an external provider/new product to know it would meet your criteria (for example, technology integration, service, human acceptance, interdepartmental politics)?

How are you and your decision team going about taking care of this problem(internally) so you don't need an external resource?

What has stopped you from using this internal fix until now? (or) What is stopping you from having the success you want?

At what point would you know that you might need to seek an external/additional solution?

What criteria will you and your decision team need to assess before you make a joint decision? What baseline will you all be using for that criteria. (Shared Mental Model)

Corporate Centered Questions:

-If this organization was a religious group- what would constitute a cardinal sin?

-If this organization were a film, what would it be called? Which actor would play you?

-What would it be like to work for a company that's the exact opposite of the one you work in now?