

Collaboration for
Leadership in Applied
Health Research and
Care South London
(CLAHRC South London)



NHS
*National Institute for
Health Research*

Cultural adaptation of interventions

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Aims

- Offer an overview of facilitation
- Describe the process and intended outcomes of facilitation
- Tips for effective facilitation



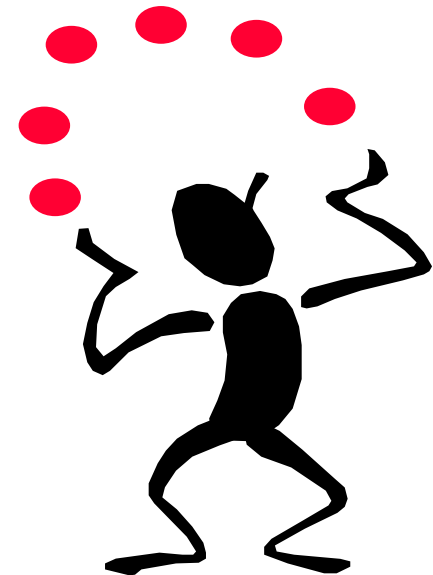
Role of facilitator: process

- Listen and encourage others to speak
- Exploratory and enabling
- Surface difficult issues and help others to do so
- Manage uncertainty
- Use power of credibility to help address issues
- Remain non-judgemental and calm



Role of facilitator: intended outcomes

- Keep a task-related focus
- Keep conversation moving forward
- Push for action outcomes
- Manage time
- Ensure that a record is created
- Ensure closure



Key facilitation skills

- Probing without provoking defensiveness
- Reframing issues and positions
- Highlighting areas of agreement/disagreement
- Including all members
- Dealing with domineering participants
- ‘Reading’/analyzing/responding to group dynamics

‘Chatham House’ rule: can be useful

“When a meeting, or part thereof, is held under the **Chatham House Rule**, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.”

When you facilitate: practical tips

- **Introduce yourself** – and your role
- **Ask attendees to introduce themselves** and their roles
 - People often have multiple roles – ask that the role of relevance is mentioned
 - Do introductions even if it appears most people know each other – those who do not may not speak up!
- Remind attendees the **aims of meeting & desired outcomes**
- State the **duration** and whether the meeting is one of many
- **Review agenda** with attendees – ask if they have any additional items they wish to discuss
- **Run through** the meeting; apply facilitation skills/principles (see earlier slides)
- **Conclude with actions** (by whom, by when) – incl. date for future meeting/event as needed

*Some of the above may be done by the **chair-person** of the meeting, if there is one; if there is a chair, talk to them and coordinate before the meeting*



Guy's and St Thomas' NHS Foundation Trust
King's College Hospital NHS Foundation Trust
St George's Healthcare Trust
South London and Maudsley NHS Foundation Trust



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