

YOU'RE LEADING A DISCUSSION THAT'S GOING OFF TRACK

HOW CAN YOU STEER IT BACK ON COURSE WITHIN THE TIME LIMITS?

Take all comments seriously, and at face value. To avoid responding to individual asks piecemeal invite each person to clarify what they're posing to you, from this list of three options:

QUESTIONS

An appeal for more information from a specific person

RISKS

Concern that a hazard will cause injury or other negative outcomes

ASSUMPTIONS

Facts that others may or may not corroborate or emphasise

Request that every ask is captured and batched by type so they can all be given the individual attention they deserve

Collect questions into a written list with at least two names:

- The person asking the question
- The person best placed to answer

Collect risks into a written list plus whether the risk should be:

- transferred (to which other people?)
- or mitigated (via what key actions?)
- or accepted (embraced/planned around)

Collect assumptions into a written list with:

- The name of the person posing the assumption

Expect the unexpected and build time into every meeting agenda to tackle unexpected.

Every facilitator holds a plan for their plan, including dedicated time to tackle questions, or risks or assumptions.

Find out more at tdof.co.uk or contact lisa@tdof.co.uk

