

ADAPTING TO DIFFERENT AUDIENCES

SCENARIO 1

You're facilitating a 2-hour workshop to gather insights on the future direction of a housing service. Your participants include:

- Housing officers who work with residents daily
- Senior managers focused on budget and strategy
- Residents with varying experiences of the service

How would you design the workshop to engage all these different perspectives effectively?

SCENARIO 2

You're leading a workshop where participants need to give input on a complex data privacy policy. In the group:

- Some participants have never seen the policy before
- Others have strong opinions but limited understanding of legal requirements
- A few are experts but tend to use technical language others don't understand

How would you structure activities to make the content accessible to everyone while still getting valuable input from across the knowledge spectrum?

Adapting to different audiences

Experience Timeline

Ask different participants to map their experiences with the service on a shared timeline, revealing where perspectives differ

Walk in Their Shoes

Short activity where participants respond to a question from another group's perspective before sharing their own

Color-Coded Voting

Give different groups different coloured dots to vote with, so you can see patterns in what matters to whom

Round-Robin Stations

Create topic stations that small mixed groups rotate through. Each station can have information to read and prompt questions to respond to, allowing participants to engage at different levels

Tiered Questions

Frame the same topic with three different question types to engage different thinking styles and expertise (eg: Experience, Tactical, Strategic)

MANAGING GROUP DYNAMIC

SCENARIO 1

You're facilitating a cross-departmental workshop to redesign a shared process. The group includes:

- People with historically different approaches to the problem
- Some very vocal participants and some who rarely speak up
- Team members with varying levels of authority
- Some who are enthusiastic and others who seem sceptical

How would you manage these group dynamics?

SCENARIO 2

You're facilitating a workshop bringing together two recently merged teams. You notice:

- People sitting only with colleagues from their original team
- Visible tension when certain topics are raised
- Hesitation to challenge ideas from the other team

What techniques would you use to build psychological safety and encourage genuine collaboration?

MANAGING GROUP DYNAMIC

Silent Starting Round

Begin with everyone writing ideas individually before any discussion, so all voices get into the mix

Equal Voice Cards

Everyone gets the same number of "speaking cards" to use during discussions, ensuring no one dominates

Anonymous Sticky Notes

Have everyone write ideas on sticky notes before sharing, focusing on the ideas rather than who proposed them

Power-Balancing Sequence

Structure sharing so quieter or junior voices speak first, before more dominant or senior participants

Think, Pair, Share

Have people discuss in pairs before bringing ideas to the full group, building confidence in ideas

Agreement Spectrum

Use physical positioning to show where people stand on issues, making disagreement visible and normal

Parking Lot

Designate a wall in the room as the 'parking lot' to place ideas, suggestions or thoughts that are important but outside the scope of the session

**DIRECTING
THE ENERGY
IN THE ROOM**

SCENARIO 1

You're 90 minutes into a 3-hour workshop on redesigning processes in a team. So far, participants have worked in small groups on analysing and outlining the current state of the processes. You notice:

- People look tired and attention is drifting
- Some are checking phones
- The energy in the room has noticeably dropped

You still have important work to complete. What activity would you use right now to re-energize the group while keeping them focused on the task?

SCENARIO 2

You're facilitating a morning workshop, and the group has just returned from a coffee break. You notice:

- The conversation has become very animated and unfocused
- Multiple side conversations are happening
- Energy is high but scattered
- The noise level has increased significantly

You need to harness this energy but redirect it to the task at hand. What activity would help focus this scattered energy?

Directing the energy in the room

Stand-Up Clustering

Everyone stands up with their ideas written on sticky notes and physically clusters them on the wall

Structured Round

Go around the room with each person sharing exactly one point, with no interruptions

Gallery Walk

Post work-in-progress around the room and have everyone circulate to review and add comments

Switching Tables

Reorganise groups and have one person stay to brief newcomers on previous discussions

Standing Vote

Everyone stands and moves to different parts of the room to show their position on key questions

Ball Toss Discussion

Use a soft ball or object that people toss to each other - only the person holding it can speak

Silent Reflection

Give everyone 3-5 minutes of quiet time to write down their thoughts on the current topic

Dot Voting

Narrow multiple options quickly by giving everyone a limited number of dots to place on priorities

**TURNING
INSIGHT INTO
ACTION**

SCENARIO 1

You've just facilitated a productive 3-hour workshop where Chief Digital Officers from different boroughs shared their challenges and potential project ideas that would address these challenges. Now it's the final 30 minutes, and you need to help the group prioritize which projects to focus on first.

What technique would you use to end with clear priorities everyone agrees on?

SCENARIO 2

Your workshop has identified 15 possible improvement projects, but there are competing views on what matters most:

- Finance team wants to focus on cost-saving projects
- Customer service team prioritises user satisfaction improvements
- IT team focuses on technical infrastructure updates
- Management is concerned with quick, visible wins

What technique would you use to balance these different priorities and reach a decision everyone can support?

Turning insight into action

Top 3 Priorities Vote

Give everyone 3 votes to place on the ideas they think are most important to tackle. Facilitate a discussion on patterns in the votes and give participants one more opportunity to change their votes if they heard anything that influenced them.

2x2 Matrix Vote

Projects are plotted on two key dimensions the group selects (e.g., feasibility vs. impact, effort vs impact etc)

Commitment Cards

Everyone writes one specific thing they'll do in the next week on a card and shares it

Next Steps Gallery

Post large sheets for each priority project at different points in the room. Have participants walk around to each and sign up for specific roles

Four-Corner Prioritisation

Each corner of the room represents a criterion (impact, urgency, cost, etc.) and projects move through each

Forced Ranking

The group must place ideas in a forced stack-rank from highest to lowest priority