



DAIRY ADVISORY TEAMS

Facilitation

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Facilitation For Results

Skills for Successful Teams
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What is Facilitation?

- A way of providing Leadership without taking the reins
- The job is to get others to assume responsibility & to lead

What does a Facilitator do?

- Help group define its overall goals & specific objectives
- Help assess their needs & create plans to meet them
- Provide processes to use time efficiently to make high quality decision
- Keeping discussion on track

Facilitation duties continued

- Making sure assumptions are surfaced & tested
- Using consensus to help the group make decisions
- MANAGING Conflict using a collaborative approach
- Creating a positive growing experience for all while working towards their goals.



Content vs Process

- Subjects
- Tasks
- Problems being solved
- Decisions made
- Agenda items
- Goals
- Methods & procedures
- How relations are maintained
- Tools to be used
- Rules or norms
- Group dynamics
- Climate

Key Actions for Facilitation

- Prepare the group for a focused meeting
- Encourage diverse points of view
- Keep the group focused & moving
- Make sure action items are planned

Focused Meeting

- Before meeting
 - Assure a determined purpose & desired outcome
 - length of meeting, note-taker present, time & agenda set
 - Communicate the purpose & desired

Focused Meeting

- At the start of the meeting
 - Restate the purpose & desired outcome
 - Review the agenda
 - Develop & review ground rules
 - Provide any key information

Diverse Points of View

- State type of participation desired
- Show you value ideas, opinions & questions
- Clarify & paraphrase
- Ask for different points of view
- Use brainstorming techniques
- Ask open-ended questions
- Protect new ideas

Focused & Moving

- Let group carry content
- Manage the flow
- Acknowledge & reinforce
- Use agenda, desired outcomes, ground rules
- Keep the group aware of where they are in the process
- Summarize Key Points & ask for consensus



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Action Items Planned

- Assign thorough out meeting
- Decide next steps
- Specific assignments
- Summarize groups accomplishments
- Plan post meeting logistics
- Plan how team will monitor progress

Practice

- Two Groups
- Pick a topic
- 10 minutes per facilitator
- 5 minutes of feedback
- change facilitators
- Summary

Practice Scenario: Milky Way Dairy

Background

Milky Way Dairy is a 50-year-old dairy. Milky Way produces milk for personal consumption and commercial processing throughout the region. Milky Way has one facility that has 3,500 milking cows. Last year, the dairy's revenue grew 10%.

Milky Way Dairy suffers from the classic challenges of dairies. They are trying to reduce costs and grow top-line revenue. As a result, there is constant pressure on all employees to reduce costs and better utilize available resources to attain maximum animal performance.

Milky Way Dairy's stated goals are to cut their per-cow expenses by 4% and grow revenue 30% for the year. Ways that they might achieve the cost-cutting goal could include reduction in the use of certain products, reduction of vet expense, increasing DM intake while reducing feed cost, reduction in culling, improvement in genetics, improved calf survivability, and improved parlor through-put.

Milky Way has an advisory team consisting of the owner, herdsman, parlor manager, calf manager, fresh cow manager, feeder, financial advisor/lender, consulting veterinarian and a consulting nutritionist.

Directions

Each person in the group should assume the role of one of the members of the advisory team. Prepare a meeting agenda and objectives. They should be easy to determine from the background information. Select one person as the facilitator. Begin conducting the meeting using skills described in the preceding presentation, with particular attention to brainstorming for ideas and questioning techniques.