

MPS 29-1

MPS 29: Chairperson skills © copyright, Donald R. Woods, 2005

Chairperson skills: facilitation skills used so that a group applies problem solving and interpersonal skills to efficiently and effectively complete a task & develop good morale among the group members.

Skill development:

1. Learn the characteristics of groups and the role of the chairperson to facilitate group evolution to a team.
2. Realize that each person has a unique contribution to the group process; that contribution should be encouraged, nurtured and used to the advantage of the group. The chairperson is to facilitate this encouragement, and nurturing.
3. Learn how to give and receive feedback .
4. Recognize that trust is the most valued element in relationships and be able to list those behaviours that build trust and those that destroy it .
5. Acquire some skill at listening
6. Acquire some skill in assessment
7. Realize that both morale and task are important
8. Accept that chairperson is not leadership. Leadership varies from person to person depending on the task.
9. Accept that if a group is faltering, process skills are needed. Gradually you will develop skill in facilitating the group process.
10. Through self awareness, begin to improve self confidence
11. Begin to develop an environment of trust where risking is OK.
12. Group skills are the first step toward developing team skills
13. Be able to identify the different elements that make up “group norms” and recognize the importance of discussing these early in the group process.

Pretest:

Chairperson skills how aware are you of what you do as chairperson of a group? Rate with an “x”

0	1	2	3	4	5	6	7	8	9	10
Unaware				Aware of						Very aware
I just				Some						I can describe
do it										The details of how I do it

Skill: how skilled are you as chairperson? Rate with an “x”

0	1	2	3	4	5	6	7	8	9	10
Poor		Fair		Good			Very good			Excellent

Comments:

MPS 29-2

MPS 29 Chairperson skills

1.1 Given a term listed under "concepts introduced", you should be able to give a word definition, list pertinent characteristics and cite an example.

5.1 Given that a chairperson is assigned to the group and that, for growth, the chairperson will receive feedback from every group member at the end of each meeting, all will have practice completing form **2901** (Feedback to chairperson) such that there will be no more than 1.8 scale variations on the rating of Task and of Morale among all the raters and the Total ratings (about the role of the chairperson) will not deviate by more than 10 among all raters. The ratings will also agree with those of a trained outside assessor.

6.1 Given a group, you will facilitate a **norms** meeting so that the group unanimously decides on the typical 17 issues related to group process. These range from *the role of the chairperson* to *procedure for asking a person to leave the group*.

6.2 Given a group and a decision that has to be made (and perhaps the process to be used to make the decision, eg, vote, consensus, unanimity, nominal group), and given the feedback from form **2901** from all the participants, you will be able to objectively summarize the findings, extract a description of the role you played, contrast the descriptors the members give you with the ones you wrote in the pretest and write out an action plan to help you improve. Your analysis of the evidence should agree within 80% of that of the tutor.

6.3 Concerning the assessment of the group and of the chairperson using form **2901**, given the same group functioning under different chairpersons at different times and with different tasks, as a group you will consistently rate the group's performance on Task and Morale and consistently discriminate between the group's inherent ability and the chairperson's contribution to the group. The consistency will be within 1.8 units on the 7 point scale used on form **2901**.

6.4 Concerning improvement, given the assessment in #6.2, and given other opportunities to be chairperson, you will convert at least one of your "Areas to work on" into a "strength".

6.5 Given that you are to chair a meeting and given the purpose, you will prepare an agenda and circulate it to all attendees at least 48 hours ahead of the meeting. The agenda shall include names, time and place of the meeting, purpose, prework that is expected of all participants, a list of materials and information to bring to the meeting, a list of the topics to be addressed at the meeting and the time allocated for each item. An outside observer or tutor should assess the agenda as being 100% complete.

6.6 Given that you are to chair a meeting and given the purpose, you will prepare an agenda , devise ahead of time whatever materials you feel need to be brought to the meeting, circulate (at least 48 hours in advance) the agenda to all interested parties, run the meeting and complete 60% of the agenda in the time available and receive better than average ratings on both task and morale for the conduct of the meeting and receive a total rating on task (the sum of the totals from all group members on chairperson feedback form) > 30 and > 30 on morale.

6.7 As in #6.6, but complete 80% of the agenda and receive total ratings for each Task and Morale of >100

6.8 As in #6.6, but complete 100% of the agenda and receive total ratings for each Task and Morale of > 300.

Concepts introduced

Agenda, norms meeting, feedback form **2901**, chairperson, leader, Task, Morale, Sanderson's 20 minute rule, vote, unanimity, nominal group, consensus.