



The Facilitation Toolkit

Welcome to The Connective Canvas Facilitation Toolkit, a comprehensive resource designed to empower facilitators to create and deliver engaging, effective, and impactful workshops.

This toolkit provides a structured collection of tools, templates, and activities, all designed to streamline the facilitation process from initial planning to post-workshop follow-up. Whether you're a seasoned facilitator or new to the role, this toolkit will equip you with the resources and guidance you need to design and deliver successful workshops that meet your objectives and exceed participant expectations.

The toolkit is organised into four key parts, each addressing a critical stage of the workshop lifecycle:

- [Part I: Planning and Preparation](#)
- [Part II: Facilitation Tools](#)
- [Part III: Activity Templates](#)
- [Part IV: Retrospective Templates](#)

Each part contains a selection of frames, providing specific tools and techniques to support you.

The Facilitation Toolkit and accompanying eBook are available exclusively in the Miroverse - <https://miro.com/miroverse/facilitation-toolkit/> or via the Resources section of the Connective Canvas website - <https://www.connectivecanvas.com/resources.html>

Introduction to the Four Parts

- **Part I - Planning and Preparation:** This part provides the essential tools and templates needed to lay a solid foundation for your workshop. It covers defining workshop objectives,

designing the agenda, understanding your participants, planning pre-work, and establishing a clear project framework.

- **Part II - Facilitation Tools:** This part focuses on the tools and techniques that facilitators use during the workshop itself. It includes resources for creating a positive and productive environment, managing time effectively, guiding decision-making, and gathering valuable feedback.
- **Part III - Activity Templates:** This part offers a collection of ready-to-use templates for a variety of common workshop activities. These templates are designed to save facilitators time and ensure a consistent, engaging experience for participants.
- **Part IV - Retrospective Templates:** This part provides a selection of templates and activities specifically designed for conducting effective workshop retrospectives, enabling facilitators to gather feedback, identify areas for improvement, and ensure continuous learning.

Detailed Summaries

- **Part I - Planning and Preparation**

- **Workshop Design Canvas:**

This frame provides a structured, visual framework for planning a workshop. It prompts facilitators to consider all key elements, from objectives and agenda to participant needs and evaluation strategies, ensuring a holistic and well-designed workshop.

- **Workshop Agenda Builder:**

This frame offers a framework to help facilitators create a detailed and effective workshop agenda. It supports the organisation of activities, allocation of time, and description of session flow, ensuring a smooth and well-paced workshop experience.

- **Participant Profile Builder:**

This frame helps facilitators to gather and organise essential information about workshop participants. By capturing roles, experience levels, needs, and expectations, facilitators can tailor the workshop content and delivery to maximise relevance and engagement.

- **Pre-Work Planner:**

This frame provides tools to help facilitators organise and track tasks that need to be

completed prior to the workshop.

- **PODS:**

This frame provides a framework for session definition, in the form of Purpose, Outcomes, Decisions and Structure.

- **Part II - Facilitation Tools**

- **Ice Breaker Activities:**

This frame provides a collection of icebreaker activities designed to help workshop participants get to know each other, build rapport, and create a positive and engaging learning environment. The included activities are:

- **Line Up:** Participants physically arrange themselves in a specific order (e.g., by birthday, height) without speaking.
- **Would You Rather:** Participants discuss and choose between two presented scenarios or questions.
- **Desert Island:** Participants decide which items they would take to a desert island and why.
- **Check Ins:**

This section provides activities

- **The Cage Gauge:** Participants indicate their current energy level or mood using a visual scale.
- **Five Word Memoir:** Participants summarise their life or a specific experience in just five words.
- **Time Capsule:** Participants share an object or idea they would include in a time capsule.
- **Quirky / Unusual:**

This section provides activities that are a bit different.

- **Creative Uses for a House Brick:** Participants brainstorm unconventional and imaginative uses for a common object.
 - **Word Association:** One person says a word, and the next person has to say the write/say word that comes to mind, and so on.
 - **Story Spine:** Participants collectively create a story, with each person adding one sentence at a time, following a basic story structure
- **Collaboration Guidelines:**

This frame provides tools and templates for establishing clear guidelines for effective collaboration during the workshop. It helps facilitators set expectations for communication, participation, and teamwork, fostering a productive and inclusive environment.

- **Timeboxing and Parking Lot:**

This frame offers techniques for managing time effectively during the workshop. Timeboxing helps to keep activities on track, while the Parking Lot provides a space to capture important but off-topic discussions, ensuring that the workshop stays focused and productive. The included activities are:

- **Timeboxes:**

This section provides techniques for allocating specific timeframes to workshop activities, including visual aids and tools to help participants and facilitators stay on schedule.

- **Timer Label:** Provides labels to clearly indicate the time allocated for each activity.
- **Built-In Timer:** Offers a timer tool within the platform to track activity durations.
- **Timebox Progress Bar:** Displays a visual progress bar to show how much time is remaining for an activity.

- **Parking Lots:**

This section provides strategies for managing topics that are important but not directly relevant to the current activity. It helps to ensure that these topics are not forgotten but do not derail the workshop's flow.

- **"Classic" Parking Lot:** A designated space to list and track off-topic items for later discussion.
- **Categorised Parking Lot:** Organises off-topic items into categories for better management and prioritisation.
- **Parking Lot Triage:** A method for quickly assessing and prioritising items in the parking lot.

- **Decision Making Tools:**

This frame provides a selection of tools and techniques for guiding group decision-making during workshops. It offers frameworks for facilitating discussions, evaluating options, and reaching consensus, ensuring that decisions are made

efficiently and effectively. The included activities are:

- **Priority Voting:**

This section outlines methods for prioritising options or ideas within a group, such as Dot Voting, Rating Scale, and Multi-Voting. These techniques help to quickly and democratically narrow down choices.

- **Dot Voting:** Participants place "dots" on their preferred options to indicate their choices.
- **Rating Scale:** Participants rate options using a numerical scale.
- **Multi-Voting:** A process for narrowing down a large number of options through multiple rounds of voting.

- **Priority Matrices:**

This section provides frameworks for prioritising tasks or projects based on factors such as impact, effort, urgency, and importance.

- **Impact/Effort Matrix:** Helps groups prioritise tasks based on their potential impact and the effort required to implement them.
- **Eisenhower Matrix:** Helps groups prioritise tasks based on their urgency and importance.
- **MoSCoW / Sizing Matrix:** Helps groups prioritise requirements based on whether they are a Must have, Should have, Could have, or Won't have.

- **Consensus Building:**

This section offers techniques for helping groups reach agreement, even when there are differing opinions.

- **Fist of Five:** Participants use hand signals to indicate their level of agreement.
- **1-2-4-All:** A structured process for group discussion and idea sharing, starting individually and expanding to the whole group.
- **Agreement Circles:** A technique for fostering dialogue and finding common ground in a group.

- **Feedback Tools:**

This frame provides a collection of methods and templates for gathering feedback from workshop participants. These tools enable facilitators to collect valuable insights, assess the effectiveness of the workshop, and identify areas for improvement. The included activities are:

- **Feedback Scales:**

This section provides visual scales for gathering participant feedback, such as Traffic Lights, Rating Scale, and Emoji Scale.

- **Traffic Lights:** Participants use coloured indicators (green, yellow, red) to express their understanding or satisfaction.
- **Rating Scale:** Participants provide feedback using a numerical scale.
- **Emoji Scale:** Participants use emojis to express their feelings or opinions.
- **Short-Form Feedback:**

This section provides quick and easy methods for gathering focused feedback, such as One Word reflections, Plus / Delta feedback, and the "Three Why's" technique.

- **One Word:** Participants summarise their feedback in a single word.
- **Plus / Delta:** Participants identify what worked well (Plus) and what could be improved (Delta).
- **One Question I have is...:** Participants share a single question they have about the topic or session.
- **Three Why's:** A technique for exploring the underlying reasons behind a participant's feedback by asking "Why?" three times.

● Part III - Activity Templates

○ Brainstorming:

This frame provides templates and techniques for facilitating effective brainstorming sessions, helping groups to generate a wide range of ideas and solutions. The included activities are:

- **Idea Cloud:** Participants contribute ideas that form a visual "cloud" or collection.
- **Round Robin Ideas:** Participants take turns sharing ideas in a structured sequence.
- **Categories:** Participants organise brainstormed ideas into meaningful groups.
- **Idea Funnel:** Participants filter and narrow down a large number of ideas to the most promising ones.
- **Six Thinking Hats:** Participants explore a problem or idea from six different perspectives or "hats".
- **How Might We:** Participants reframe challenges or problems as "How Might We" questions to inspire creative solutions.
- **Mind Map:** Participants create a visual representation of ideas and their relationships, branching out from a central topic.
- **Affinity Clustering:** Participants group ideas based on their similarity or relatedness.

- **Reverse Thinking:** Participants approach a problem by considering its opposite or inverse.
- **Idea Staircase:** Participants build upon each other's ideas in a sequential and progressive manner.
- **Mind Maps:**

This frame offers tools for creating mind maps, a visual technique for organising information, exploring relationships between ideas, and enhancing understanding. The included activities are:

- **"Classic" Mind Map:** A standard mind map with a central topic and branching ideas.
- **5W's and H:** A mind map that uses the questions Who, What, When, Where, Why, and How to explore a topic.
- **Circular Mind Map:** A mind map with ideas arranged in a circular format around the central topic.
- **Ishikawa / Fishbone:** A mind map used for root cause analysis, visually organising potential causes of a problem.
- **SWOT:** A mind map used to analyse Strengths, Weaknesses, Opportunities, and Threats.
- **Hierarchical:** A mind map that shows a hierarchical structure of ideas, with main topics and subtopics.
- **Funnel:** A mind map that visually represents a process of narrowing down or filtering ideas.
- **Emotions:** A mind map that explores the emotional aspects of a topic or situation.
- **"Yes, and...":** A mind map that encourages building upon ideas and fostering collaboration.
- **SWOT Analysis:**

This frame provides a template for conducting SWOT analyses, a strategic planning tool that helps groups identify Strengths, Weaknesses, Opportunities, and Threats related to a project or situation. The included activities are:

- **"Classic" SWOT:** A standard SWOT analysis with four quadrants for Strengths, Weaknesses, Opportunities, and Threats.
- **SWOT Impact Heatmap:** A SWOT analysis where the factors are visually represented with a heatmap to show their relative impact.
- **Competitive SWOT:** A SWOT analysis that compares a company, product, or project against its competitors.

- **Pyramid:** A SWOT analysis where the factors are organised in a pyramid shape to show their relative importance or hierarchy.
- **SWOT Timeline:** A SWOT analysis that considers how the factors may change over time.
- **Circular SWOT:** A SWOT analysis where the factors are arranged in a circular format to emphasise their interconnectedness.
- **SWOT Scoring:** A SWOT analysis where the factors are assigned numerical scores to prioritise them.
- **SWOT Spider Chart:** A SWOT analysis where the factors are plotted on a radar chart to visualise their relative strengths and weaknesses.
- **SWOT Iceberg:** A SWOT analysis that distinguishes between the visible (surface-level) factors and the underlying (hidden) factors.

○ **Lean Canvas:**

This frame provides a template for developing a Lean Canvas, a one-page business plan that helps entrepreneurs and innovators to quickly and effectively outline their business model.

○ **Root Cause Analysis:**

This frame provides tools for identifying the underlying causes of a problem or event. The included activities are:

- **5 Whys:** A technique for repeatedly asking "Why?" to drill down to the root cause of a problem.
- **Ishikawa / Fishbone:** A visual tool for mapping out the potential causes of a problem, organised into categories.
- **Pareto / "80/20" Rule:** A technique for identifying the most significant causes of a problem by focusing on the "vital few" that account for the majority of the effects.
- **Change Analysis:** A method for examining how changes in a system or process may have contributed to a problem.
- **Bowtie Risk Analysis:** A visual tool for identifying and analysing the causes and consequences of a risk event.
- **SIPOC:** A diagram that maps out the Suppliers, Inputs, Process, Outputs, and Customers involved in a process.
- **"What If...":** A technique for exploring potential causes by asking "What if?" questions.
- **7S Model:** A framework for analysing the effectiveness of an organisation by examining seven key internal elements.

- **SMART Goals:**

This frame provides a framework for defining SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals, ensuring that objectives are well-defined and trackable.

- **RACI:**

This frame provides a template for creating a RACI matrix, a responsibility assignment chart that clarifies roles and responsibilities for project tasks or activities.

- **Action Planning:**

This frame provides templates and techniques for developing detailed action plans, outlining the steps needed to achieve specific goals and objectives. The included activities are:

- **Eisenhower Matrix:** A tool for prioritising tasks based on urgency and importance.
- **(Simple) GANTT Chart:** A visual timeline for project planning and scheduling.
- **90 Day Action Plan:** A plan that outlines key goals and actions for the next 90 days.
- **Action Planning Worksheet:** A template for breaking down goals into specific, actionable steps.
- **Kanban:** A visual system for managing and tracking workflow.
- **Action Mapping:** A visual technique for outlining the steps and dependencies needed to achieve a goal.
- **Obstacle and Opportunity Plan:** A plan that identifies potential obstacles and opportunities related to a goal.
- **Action Breakdown by Category (ABCs):** A method for categorising action items for better organisation and prioritisation.
- **Now Next Later Pyramid:** A visual tool for prioritising actions based on their timeframe.

- **User Story Mapping:**

This frame provides a tool for visualising user stories, helping teams to understand user needs, prioritise development efforts, and create user-centric products.

- **Customer Journey Mapping:**

This frame provides a template for creating customer journey maps, visual representations of the customer experience across different touchpoints, enabling businesses to identify areas for improvement and enhance customer satisfaction.

• Part IV - Retrospective Templates

○ Retrospectives 1:

This frame provides a collection of retrospective templates and activities for facilitating structured reflections on past workshops or projects. These tools help teams to identify what worked well, what could be improved, and what actions to take moving forward. The included activities are:

- **"The Classic"**: A basic retrospective format with three core questions: What went well? What could be improved? What actions will we take?.
- **Learning Spiral**: A retrospective activity that focuses on continuous learning and improvement through reflection and action.
- **Sailboat**: A visual retrospective technique that uses the metaphor of a sailboat to identify factors that helped (wind) or hindered (anchors) the team.
- **Lean Coffee**: A flexible and participant-driven approach to running a retrospective, where the agenda is created by the participants at the beginning of the meeting.
- **Mad, Sad, Glad**: A simple retrospective activity where participants share what made them feel mad, sad, or glad during the sprint or project.
- **Postcards**: Participants write down their reflections on virtual postcards, focusing on key takeaways and insights.
- **Start Stop Continue**: A classic retrospective activity where participants identify what the team should start doing, stop doing, and continue doing.
- **One Word Reflection**: Participants summarise their experience in a single word.

○ Retrospectives 2:

This frame provides an additional collection of retrospective templates and activities for facilitating structured reflections on past workshops or projects. These tools help teams to identify what worked well, what could be improved, and what actions to take moving forward. The included activities are:

- **Constellation**: A visual activity where participants position themselves on a virtual board based on their level of agreement or experience with different aspects of the project.
- **Energy Timeline**: Participants plot their energy levels throughout the project or workshop to identify highs and lows.
- **The Blame Game**: A retrospective activity focused on identifying systemic issues rather than assigning personal blame.
- **Three Little Pigs**: A retrospective activity that uses the story of the Three Little Pigs

as a metaphor to analyse different aspects of a project or process.

- **Keep Drop Improve:** A simple retrospective activity where participants identify what the team should keep doing, stop doing, and start doing.
- **Snakes and Ladders:** A game-based retrospective activity that uses the Snakes and Ladders board game to reflect on positive and negative aspects of a project.
- **4Ls:** A retrospective framework where participants share what they Liked, Learned, Lacked, and Longed for.
- **Appreciations:** A positive retrospective activity where team members express gratitude for each other's contributions.