



HEALTH
EDUCATION
& TRAINING

HOLDING SPACE IN PROCESS-FOCUSED FACILITATION

David Sweeney

Gene Johnson



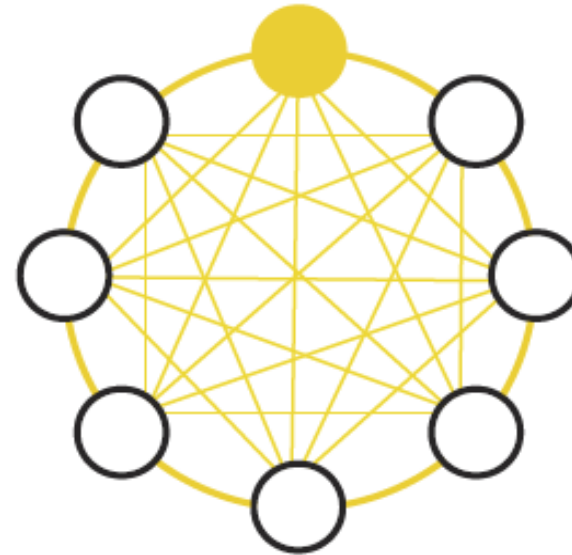
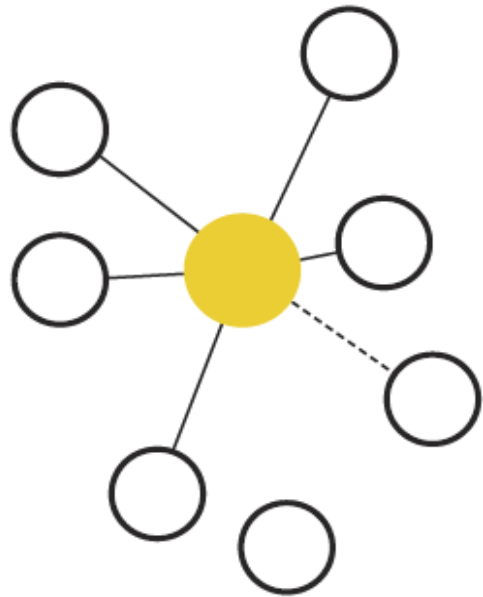


FACILITATION IN NSW HEALTH



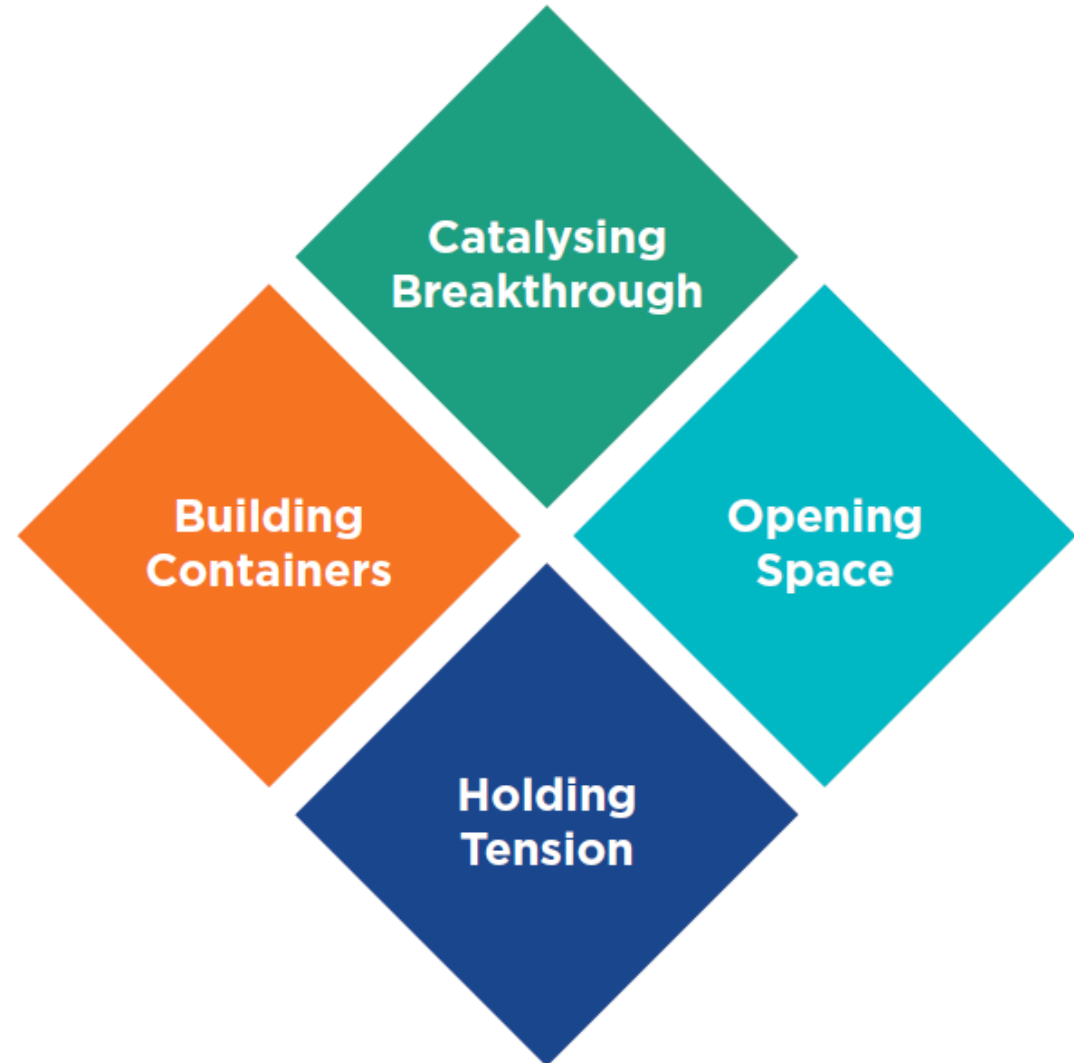


TAKING VS HOLDING SPACE





HOLDING SPACE MODEL



Nick Udall

The Four Capacities to Holding Space

Holding Space

The challenge for leaders in a VUCA (Volatile, Uncertain, Complex and Ambiguous) world is to step out of the middle, and from being at the centre, to instead create spaces that feel held, purposeful and charged with energy, so people are called forward (evoked) to do things they never thought they could do.

Opening Space

Create open spaces of new possibility that inspire others to step forward and be part of something larger.

Building Containers

Create an environment that is safe enough for the best possible version of people to turn up, so they can put difference into creative relationships.

Holding Tension

Hold tension, for as we step into the unknown tension triggers an emotional response designed to collapse us back to what we already know. The challenge is to counter-intuitively lean into and stay with this tension, understanding that it is a necessary part of the creative process.

Catalysing Breakthrough

Learn to notice the subtle and energetic moments that move you and the group, allowing you and the group to see new patterns in complexity and new order in chaos, and ultimately turn these insights into elegant actions and ways forward.

WHAT DOES GOOD FACILITATION LOOK LIKE (in the context of holding space)?



Building container

- Vulnerability
- People feel safe that things are discussed and not attacked
- Bringing in the vulnerable person, including them
- Generosity in the room to share knowledge
- Authenticity
- Self awareness in the room
- Non-judgmental
- Input

- Being mindful of others' wanting to contribute
- Agreed outcome
- Curiosity
- No one falls asleep / people are engaged
- Establishing appropriate shared purpose
- We may not be the expert
- Creating buy in
- Transitioning exercise to allow presence
- Acknowledge when we may feel vulnerable

Opening space

Holding tension

- Lots of sharing, everyone engaged
- Productive disagreement
- People say what they feel, not what they think they should
- Get below the superficial level – speak the unspoken
- Pick up on what's not being said, invite deeper sharing
- Acknowledging our own role in the issue
- Lots of questions
- Harness the knowledge in the room
- Hold the tension to reach the light bulb
- Holding back from solutions and ask 'why' questions

- Getting to more relevant solutions
- Process to move towards agreed outcome
- People walk away feeling inspired and maintain it
- Light bulb moment
- Change in energy or other small changes

Catalysing breakthrough



RAISING THE HEAT

- When would/ should you raise the heat?
- How can you raise the heat?



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CHECK-IN

Thinking about holding tension...

1

What are 1 or 2 words (thoughts or feelings) to describe how are you coming into the workshop?

2

How comfortable are you with holding tension, leaning into tension or raising the heat (on a scale of 1 to 10)? How do you typically hold tension? What's your default behaviour when confronted with conflict or tension?

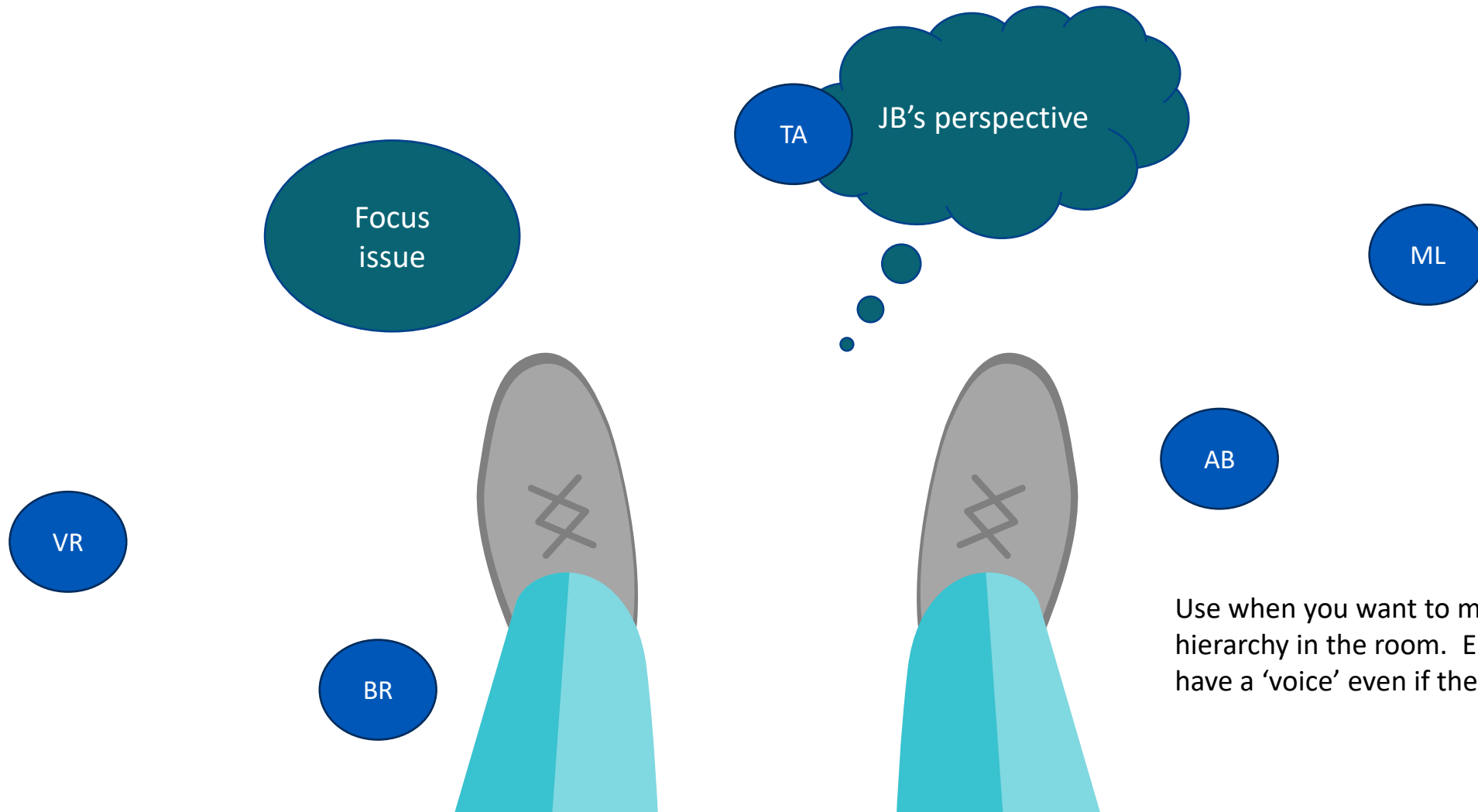
3

What metaphor or image did you choose for your relationship with holding tension as a facilitator?





SOFT SHOE SHUFFLE



Use when you want to minimise rank or hierarchy in the room. Enables everyone to have a 'voice' even if they say nothing



DISCUSS:

Without a doubt I will be able to take what I am learning at this conference and implement it back at my workplace



SOFT SHOE SHUFFLE: PROCESS GUIDELINES

- Use 'I' statement, such as 'I think...' or 'I believe...'
- Safe to say 'no' (i.e. move away if disagree)
- Alternative viewpoints are encouraged
- If input seems awkward, facilitator may ask if anyone else agrees with the point just made or has a similar viewpoint
- There is no conversation or explanation
- Keep statements brief, no questions to the group
- Once all viewpoints are expressed, facilitator may ask if a vote can now be taken or check if the majority view has now changed or the options may now differ, etc.

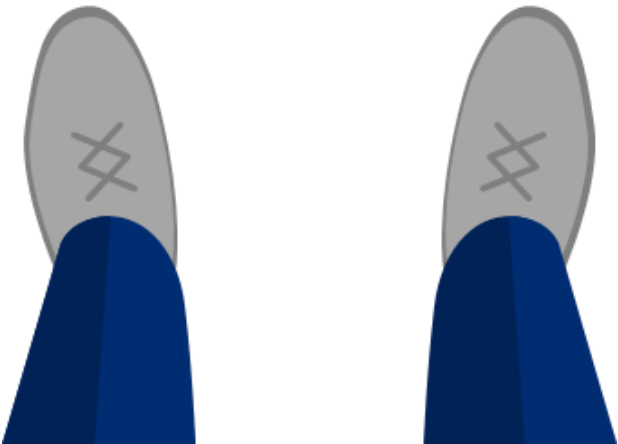


SOFT SHOE SHUFFLE: WHEN TO STOP?

Group is on point of making decision with clear majority. Ask people in minority what they need

Change in energy, people appear very engaged. Conversation flows, shuffling stops, if standing, conversation can continue sitting

Clear polarity. Group 'cycles' through same issue(s) over and over. Issue may be 'on the edge' – something is beneath the surface and uncomfortable to talk about





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