

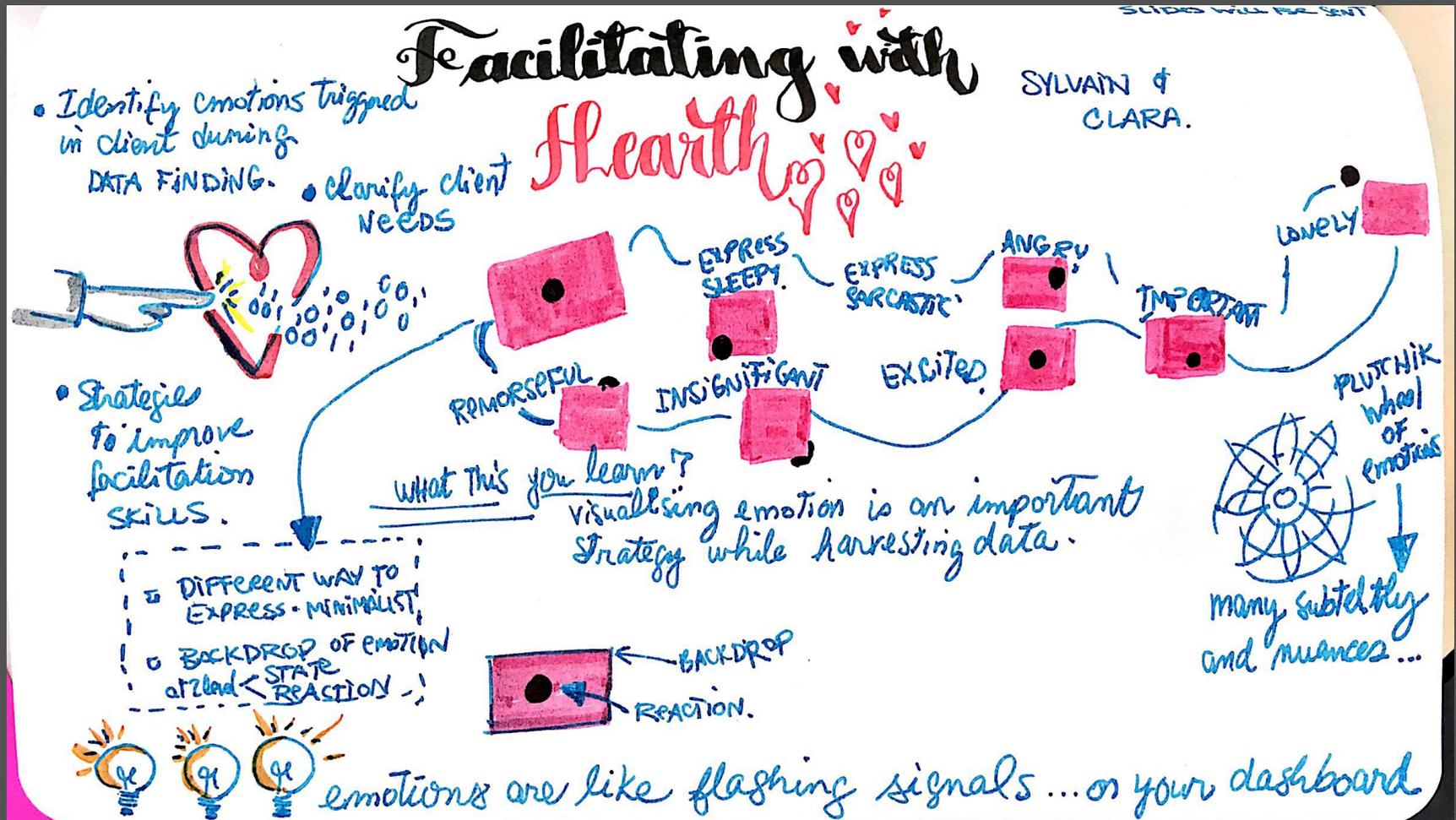
FACILITATING WITH HEART

Navigating the emotions triggered
by clarifying a situation

Clara Kluk and Sylvain Rouillard
MindCamp 2019

- ✓ Identify emotions triggered in the client during data finding
- ✓ Clarify client needs
- ✓ Strategies that could improve our facilitation skills

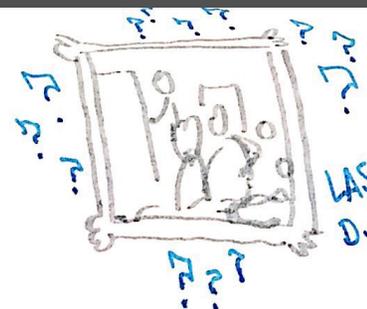
The 3 next pages are a creation of a participant, Lynne Lamarche, Thanks!



Mississippi River.
Total length ...

36 000 KM

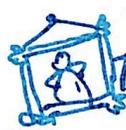
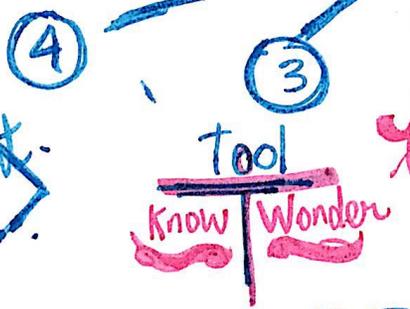
REAL ANSWER 3778 KM
→ TRY NOT ALWAYS HAVING THE ANSWER.



LAS MENINAS.
D. VELASQUEZ.

many informations
shifting and changing
the meaning.
and the emotional
STATE in relation
to the situation

① What you know
Discovering together
② Giving permission
to ask others



The PICTURE
TELS INFO.
ABOUT THE
CLIENT:

- The BODY
- LOOK @ The BATHROOM ...
- POP QUIZ 5?

Remember to BE
HUMBLE.
THIS PERSON
IS NOT YOU

DATA are like LIQUID.
they can take many
SHAPE. "DESIGNO"

BE CLEAR THAT
DATA GATHERING
IS ABOUT EXPLORING
WHAT WE HAVEN'T SEEN
AS PART OF THIS SITUATION
- BREAKING ASSUMPTIONS

The Interview

2 sets of Questions

ACTUAL
? Rx.

DESIRED STATE
???

THE SPACE BETWEEN THE TWO IS THE PLAYGROUND

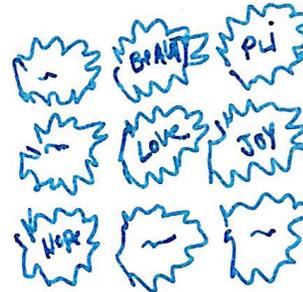
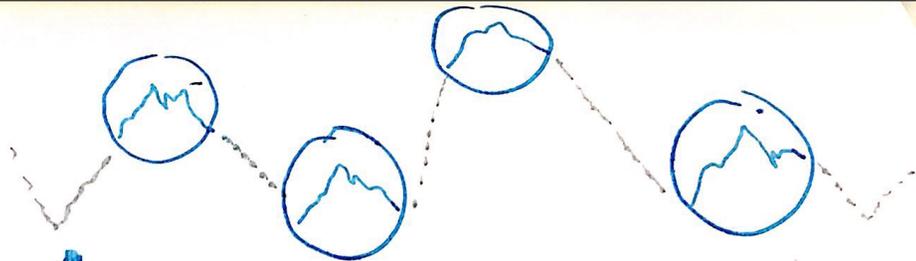
BRINGS ENERGY!

"Yes and in The same T.i.M.e..."



Facilitating is Like ...

QUESTION YOURSELF EVERYDAY...



A data is not a data unless it is put into context and its relationship with other.

HOPE • MEANING • COMFORT.
• DATA • DISCOVERING •
A WAY TO CREATE A RELATIONSHIP

Emotion

Mental reaction subjectively experienced toward a specific stimulus and typically accompanied by physiological and behavioral changes in the body

The word *emotion* comes from
the Middle French
word *émotion*, which means "a
(social) moving, stirring,
agitation."

e-Motion---movement

An emotion is a feeling comprising physiological and behavioral (and possibly cognitive) reactions to internal and external events."

Primary emotions

part of the genetics of all human being

Fear, anger, disgust, surprise, joy,
attraction

Secondary emotions :

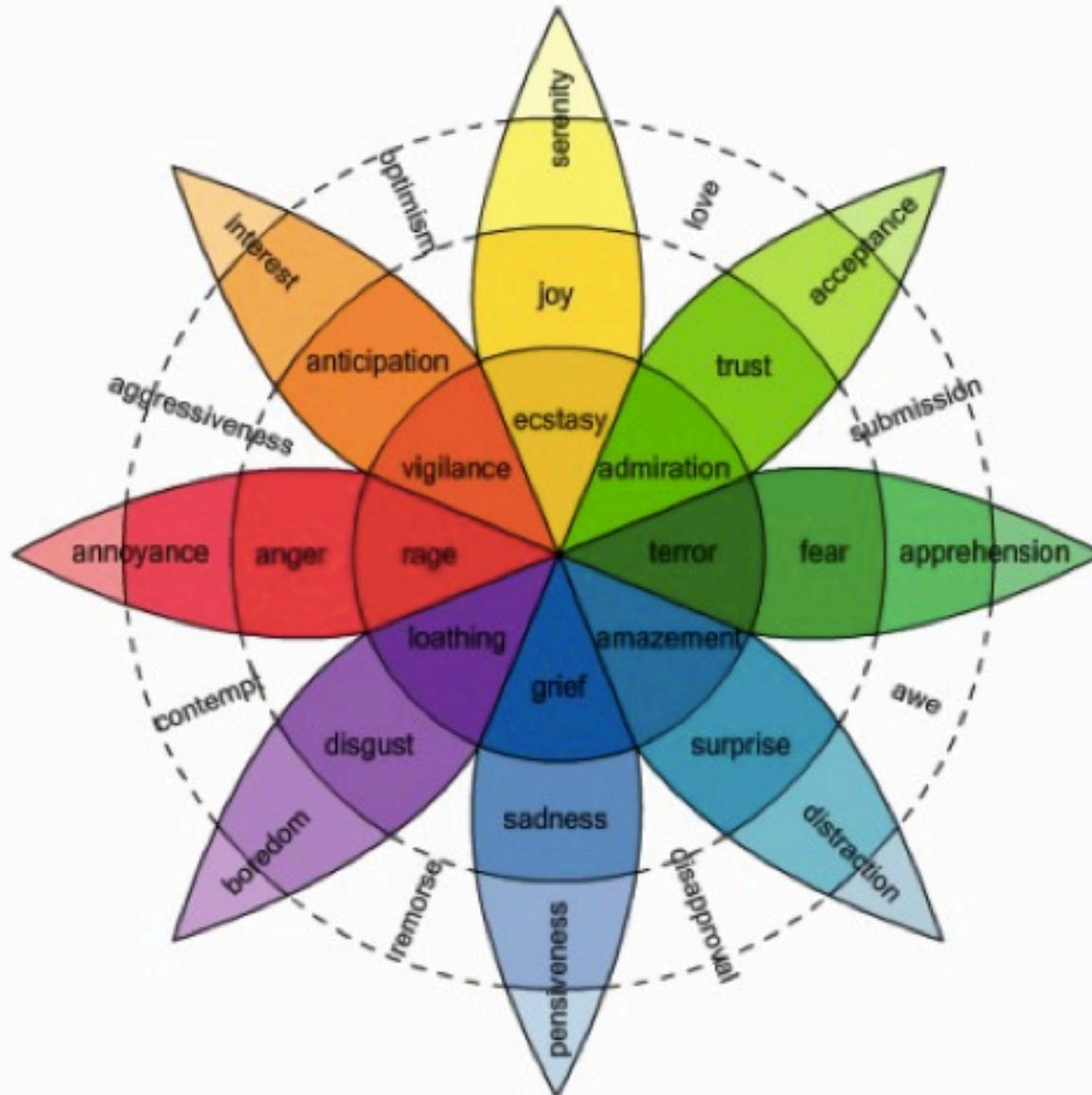
learned through experience

Sympathie, embarassement, shame, guilt,
gratitude, indignation, contempt, hope,
despair, and the nuances of the primary
emotions.

An emotional *state* is a relatively short term, reversible (episodic) disposition to respond in a certain manner.

emotional reaction is the actual (and highly variable) set of responses manifested by an individual when in an emotional state: . . . facial expressions, physiological changes.

Plutchik's Wheel of Emotions



There is a lot of emotions

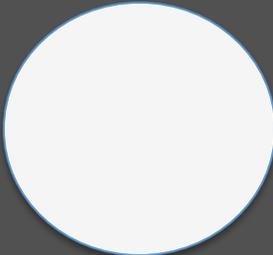
And a lot of ways to express them

The notions of emotional state and emotional reaction

Emotional state: the general feeling of the client entering a problem solving process for example

Emotional reaction: a specific reaction related to a specific question for example

THE DOT EXERCICE



Data finding is not only the client telling you what he-
she knows, it's discovering together

- ❑ Giving permission to the client to not know everything: it's OK to take a break find a person who knows, etc.
- ❑ Tool: know, wonder (Tim Hurson)
- ❑ The client might feel threatened: « you are going to converge on the datas you want us to focus on (giving back control).

THE MISSISSIPPI RIVER EXERCICE



Thomas paquette, Cross trafic Dubuque

A single information can change the whole picture.

Exploring the situation, asking questions is also a way to create the relation

The focus on one data might be a way to ignore others

- ❑ Be aware of the non-verbal signals
- ❑ Look at environmental informations: bathrooms, arts, etc.
- ❑ Try to introduce playfulness in the data finding

THE LAS MENINAS EXERCICE



Diego Vélasquez, Las Meninas

As facilitators, we also have the task to induce some sort of positive mindset.

- ❑ Asking questions about the actual situation (diagnostic, historic) is ok but include questions to the desired state gives energy, etc.

THE INTERVIEW EXERCICE

actual

- What is the problem?
- Since when is the situation problematic?
- Why do you think you have this problem?
- What does having this problem prevent you from doing?
- What is the main cause of this problem?
- What have you tried until now?

desired state

- What are your ideal wishes related to this situation?
- What resources, internal and external, do you have that will help you get closer to you desired goal?
- Think about a situation that you have solved in the past that would be kind of similar to the actual one, even if it's not exactly the same thing.
What are some of the commons points between the past situation and the one you're solving today?
- How would a person know, looking from the outside, that the situation is solved, that you got what you wanted?
- How will you feel when the situation is resolved?

Based on a workshop presented by Paul Rousseau at CPSI

The window

A window...

A metaphore as an invitation to look closer when exploring and naming emotions, to see them as flashing light on your dashboard when focussing on asking questions.

An art piece on the facade of an hospital in Montreal (*La vie en montagne*, Mathieu Doyon and Simon Rivest).

From a distance, mountains, but if you look closer you see pixels shaped as stars, sitting inside you see thousands of words.





Clara Kluk



Clara is a partner of PIENSA, an international consulting firm from México, specializing in organizational development and creativity facilitation.

2011 Creative Studies Alumni Foundation Achievement Award from the International Center for Studies in Creativity.

Founder together with Tim and Laura Switalski and director of CCC (Center for the Certification in Creativity endorsed by the International Center for Studies in Creativity Innovation.

Advisor for Carlos Slim in Grupo Carso.

An artist, painter and visionary is recognized in the world for her creativity and innovation tools centered in the human being and his capability to create.

Keynote speaker in many places of the world like Egypt, China, Spain, USA, Argentina, Brazil and others.

Founder of K&B consulting in China as one of the first Latin American firms in Shanghai invited by the Chinese government.

She works with organizations across Mexico, Latin America Europe and Asia facilitating creativity and innovation, helping manage change and transition, and enhance teamwork and leadership.

She has worked extensively for many corporations, in several different fields, including consumer goods, publishing and other media, cosmetics, insurance, telecommunications, online services, advertising, and social services.

Portfolio of clients includes Coca-Cola, CEMEX, Telmex, 3M, City Bank, Volkswagen, ThyssenKrupp

Clara holds a Master of Science degree in Creativity and Innovation from the International Center for Studies in Creativity at Buffalo State College, and .

General Secretary for the PDMA Mexic 2001 award as the Best Teacher of the year at the Tecnológico de Monterrey in México City.

Sylvain Rouillard



President of Créa-Québec, Quebec's association for the development of creativity.

He designs and facilitates workshops and delivers conferences on creativity and creative problem solving since more than 25 years.

Hundreds of conferences and workshops for executives and teams, all over the world.

Teaching of Psychology of creativity and innovation methods at various universities: Certificate in creativity and Innovation at University of Montreal, Université du Québec à Montréal (Psychology department, Corporate Training Department).

Facilitator of creativity workshops in international conferences: ten years at CPSI, (creative problem solving institute at Buffalo), since ten years at MindCamp (Ontario, Canada), and here at Crea Conférence since its beginning.

He also helps individuals and teams from public and private organizations in various fields to achieve innovative results: government agencies, tourism, architecture, food industry, media, etc.

His consulting and training activities have taken him across Quebec and in Canada, United States, Italy, France, Mexico and India.