

FocusU's Approach to Facilitation





Ever witnessed FocusU facilitation?

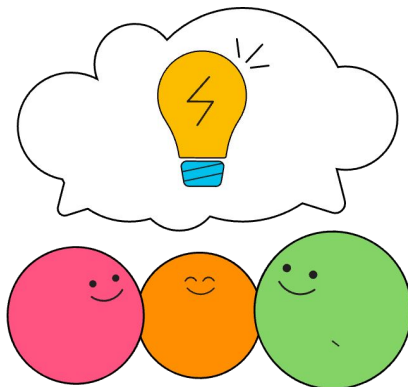
Hear from someone who has...

As one of our clients, Pooja Malhotra, Head HR at British Council Management Services Pvt Ltd, shares:

“

Working with FocusU has been a pleasure. We have realized that there is a ‘FocusU’ way of working and one ends up experiencing Fun, Professionalism, Learning, Action, Achievement while achieving the outcomes of the workshop. The Facilitators helped us build our strategy for this year using Lego Serious Play which the participants thoroughly enjoyed. We could see that the facilitators had complete command over the facilitation technique and were even able to tailor it to suit our unique requirements. They were flexible, accommodating, understood the problem at hand and offered solutions proactively. On the ground, the workshop experience was exhilarating for all participants, where some quoted that the time flew as they worked and had fun, we achieved the outcome and felt motivated. Above all a great team which has a lot to offer. All the best!”

Most would credit these experiences to the facilitator’s skill. However, beneath the surface lies a foundation of philosophies, beliefs, and practices that help create such experiences. Here’s how these pillars shape the “FocusU Way”.



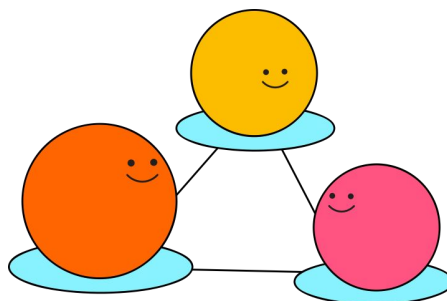
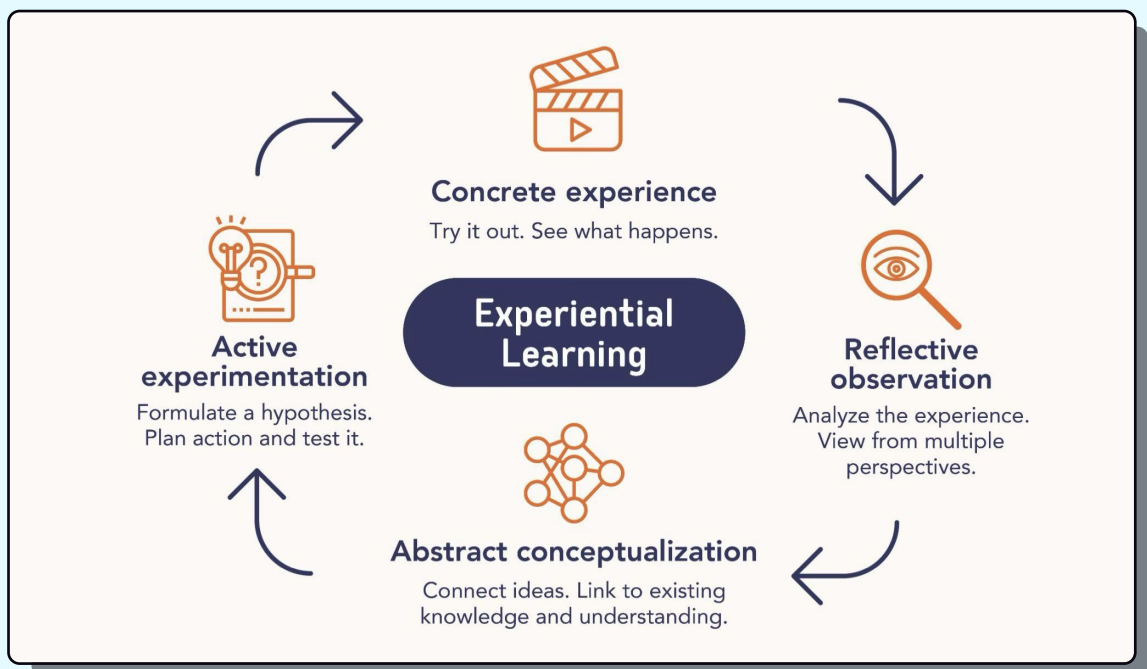
Philosophies: The Foundation of Our Approach

A few philosophies that form the backbone of our facilitation are:



Experiential Learning:

We apply Kolb's Experiential Learning Cycle—experience, reflection, conceptualization, and application. As Confucius said, “I hear and I forget. I see and I remember. I do and I understand.” We believe that how we play reflects how we work, making experiential activities a powerful tool to surface workplace behaviors naturally. However, the activity itself is not the hero. Beyond running engaging activities, we focus on conducting impactful debriefs to spark a-ha moments for learners and help them to realise themselves what needs changing.



Philosophies: The Foundation of Our Approach



SPACE Competencies:

SPACE is our in-house facilitation skills framework. Each session that our facilitators run is underpinned by these competencies—Safety, Preparedness, Attunement, Conversational Flow, and Energy

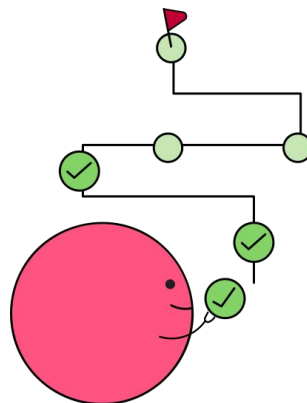
Safety: Creating a psychologically and physically safe environment for learners. This is the bedrock for any learning to happen.

Preparation: Every workshop demands it be prepared for, no matter how many times we have conducted it, and good preparation allows the facilitator to be relaxed during delivery and focus on picking up on audience behaviours during workshops.

Attunement: Ability to be situationally aware – whether it's fine tuning and adapting on the go, thinking on your feet, reading live feedback from the participants and acting on it immediately, being sensitive to the needs of the learners, and displaying competence to take decisions in the face of unplanned circumstances.

Conversational: The ability to build easy conversations with learners and engage in playful banter in the context of the workshop, regardless of their varied profiles.

Energy: Creating the right balance between high energy and intensity, depending on the context of the workshop and learner profiles.

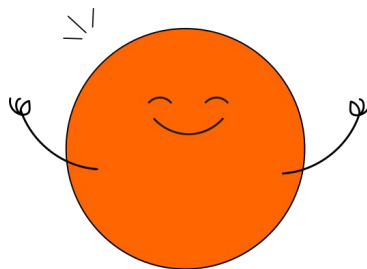


Philosophies: The Foundation of Our Approach



Learning Through Laughter:

We are strong believers in Walt Disney's ideology: "Laughter is no enemy to learning." Laughter does much more than engage the learner; it helps to get the learner's guard down, and allows them to feel safe to express themselves freely and openly, which makes room for richer, deeper, and more honest reflections and conversations.





Beliefs: Personal Convictions that Drive Our Style

The beliefs we carry as facilitators naturally colour the way our sessions are run. Here are a few such strong beliefs that you would see play out in a FocusU session:

CHOPS Values:



Care for clients, learners, and our team.

Hear from a FocusU Facilitator: “The facilitation team’s hotel booking was cancelled last minute because of some technical issue. It was late and there was a workshop the next morning. The team called our customer experience team member – within minutes we had a booking confirmed close by. The facilitation team got sufficient rest that night and this ensured a great experience for learners the next day.”



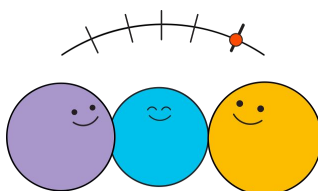
Humility in everything we do.

Hear from a FocusU Facilitator: “In a workshop setting, as a facilitator, it is not about you. It is about the participants, always. Hence even while facilitating, as much as possible, we try to stay invisible. One of the biggest compliments I have received was when one of the leaders at the end of a workshop actually noticed and said this, “The best part of this workshop was that we felt it was run by ourselves. Whereas the truth is that the FocusU team was gently playing the role of the sutradhaars.””



Ownership from planning to execution. We never back out of a commitment once made and are there to support clients even in last-minute situations.

Hear from a FocusU Facilitator: “Once, when the venue was short-staffed, we cleaned the conference room, arranged the chairs, and even helped serve tea. We put our hand to any work that needs doing for our workshops and we do it happily as a team.”





Beliefs: Personal Convictions that Drive Our Style



Passion for delivering customer delight.

Hear from a FocusU Facilitator: “We try and see how we can go the extra mile to personalize things for participants. In a workshop we ran for Indigo many moons ago, we arranged the chairs in the form of an airplane. We played the Indigo anthem somewhere through the workshop and concluded the workshop by saying, "Being on time is a nice thing. It is Indigo Standard Time 1730hrs. Our flight has landed. Wish you all a happy evening in New Delhi"



Safety, prioritizing well-being (physical & emotional) in all activities.

Hear from a FocusU Facilitator: “All our facilitators are first aid certified. In one of our workshops in Pune, one of our participants fainted due to the heat. Our Facilitator was able to immediately give a short break and attend to her. Similarly in another workshop

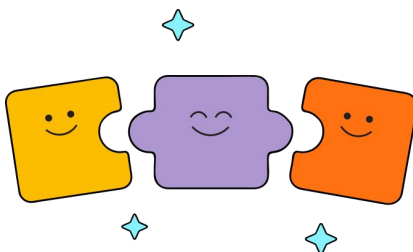
when we spotted a heavily pregnant lady, without letting the client know we kept the number of a nearby doctor handy and ensured the hotel had a car available at short notice if needed.”



**American
Heart
Association®**

Learner at the Center:

Our facilitators will subtly ensure that they are speaking only for a 3rd of the time during a workshop – the learner is given center stage for the rest of the duration. The FocusU facilitator does not dictate – they direct; they are only there to facilitate the existing learner conversations in the direction of new learning and insights, not take over it completely. They make a conscious effort to make the learner the star by asking more than telling, and ensuring that conversations are relevant, engaging, and constructive.





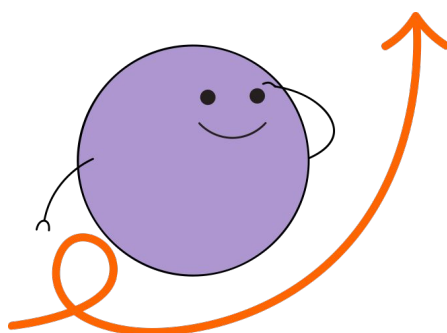
Beliefs: Personal Convictions that Drive Our Style

Challenge by Choice:

In a FocusU workshop, learners are engaged through fun but also through challenges and difficult conversations that lead to a-ha moments. However, while adult learners value a challenge, they may resent forceful direction. Therefore, our learners are ‘challenged by choice’ through activities and interactive, reflective discussions – our facilitators pull them out of their comfort zones into a stretch zone, but are careful to not pull them too far into a panic zone. The stretch zone is where learning and perspective shifts are made possible.

Happy or Free:

This is our unconditional guarantee to all our clients. We strongly believe that if a client is not happy at the end of a workshop, we do not deserve to charge them for it and hence we offer it free. Truth be told, in the last 14 odd years and after thousands of workshops, this offer has been availed 5 times – and the clients who availed this have continued to work with us.





Practices: Bringing Philosophies and Beliefs to Life

We translate our philosophies and beliefs into daily practices:

Comprehensive Pre-Workshop Preparation:



Contextualization:

What is relevant is remembered! That's why our facilitators spend time ahead of the workshop to understand the entire context of the workshop – through conversations with our client SPOC – which helps to contextualize the workshop, use relevant examples and scenario discussions, and a powerful, on-point debrief.



Material & Setup Readiness:

Being well-prepared is half the work done. Our teams ensure that all workshop materials are of the highest quality, from activity props to tech setup before the workshop.



Machine-Like Team Coordination:

The entire facilitation team arrives at the venue at least 2 hours before the start of the workshop (in cases of virtual workshops, they log in at least an hour before). This is to ensure the venue is set up, the environment is free from obstructions to ensure a safe activity space. The materials will be checked. The flow will be discussed. The technology will be tested. Everything will be set up and ready to go by the time the first learner arrives!

Workshop Processes:



CHECK-IN & CHECK-OUT:

The facilitation team will have a CHECK-IN and CHECK-OUT process before and after the workshop, respectively. The CHECK-IN process ensures that the team is on the same page about the expectations and intentions for the workshop before beginning, and the CHECK-OUT process ensures that there is open and honest communication between the team members about what could have been done differently at the end of the workshop to ensure our quality only gets better and better!



Practices: Bringing Philosophies and Beliefs to Life



Post-Workshop Follow-Up:

After the program is over, the lead facilitator will fill out the Program Update Form to inform the internal team and FocusU SPOC for the client about how the workshop went, what was covered, and how client expectations were met.

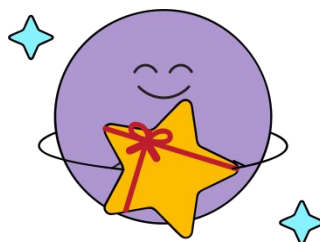
Creating Seamless Experiences:



Invisible Presence:

The best facilitator isn't the one who steals the show with their own brilliance, but the one who makes participants feel like they're the stars. If they walk away feeling like they've done the talking, had those "aha" moments, and had a blast with each other—while the clock ticked by—then the facilitator has nailed it! In fact, this invisible presence is demonstrated even literally: A FocusU co-facilitator will know exactly when to step in and capture moments intended by the lead facilitator – BUT you will never see a FocusU facilitator in any of the pictures or videos. The lead facilitator will move in sync with the co-facilitator to ensure this. This is not a coincidence – this coordination has been designed in advance to ensure the learners and client stakeholders are in focus and are the stars of the day! After all, the customer experience lies in the details!

In this way, the FocusU facilitator is ready to tackle any learner problem and create an unforgettable experience! So far we have delivered for over 800 happy clients and thousands of satisfied learners!





To know more about us, drop in at
www.focusu.com