Guidelines for Demonstrating Effective *Focused Conversations*
for Certification Candidates and their Mentors, Observers and Assessors

General

- ❑ All three Focused Conversations included as evidence of work are face-to-face.

Content Includes

- ❑ A Subject/topic area
- ❑ Specific and targeted Rational and Experiential Aims
- ❑ A Context that has a concrete beginning point (short activity, a device) that readies participants for the conversation
- ❑ Questions at all four levels of ORID
  - o More than one question at each level
  - o Each question is one question versus a series of questions
  - o Questions are worded appropriately for the level intended
  - o Open-ended
  - o Questions are aligned with RAs and EAs
- ❑ R level questions cover both mood and association
- ❑ A Closing that completes the conversation and moves the work forward
- ❑ Conversation and design match the allotted time

The Facilitator Process Demonstrates …

- ❑ Everyone answers a first easy question
- ❑ At the Objective level questions, cues participants for brevity and concreteness
- ❑ Cues to the group that everyone does not need to answer the next level questions, particularly "R" level questions that are particularly sensitive
- ❑ Asks participants to be clear/time appropriate, e.g. "how would you summarize what you said in one phrase?"
- ❑ Facilitator neutrality to the content of the conversation and to participant responses, e.g., facilitator refrains from commenting on participant comments unless it is for clarification
- ❑ Facilitator consistently gives participants affirmation and acknowledgement through non-verbal cues – head nods, thank-you, smiles, eye contact, a friendly demeanor
- ❑ Facilitator sits during the conversation unless there is a special circumstance requiring standing
- ❑ Ability to redirect participant responses to the question being asked
- ❑ Ability to stay silent and hold the space for responses to emerge rather than rushing through the questions

Possible Assessor Questions for Evidence of Competence

- ❑ What are some keys to facilitating a Focused Conversation effectively?
- ❑ What do you do when someone answers a question at a different level?
- ❑ What is your practice to acknowledge and affirm participant responses??
- ❑ What are some examples of "O" level questions you know and love?
- ❑ What are specific tips you have learned about asking "R" level questions?
- ❑ What are some special circumstances when you might stand during a Focused Conversation?
- ❑ What are some ways you demonstrate facilitator neutrality?

Rating Scale

3   Design includes each of these elements in one or more of the 3 conversation or through questions raised in the assessment interview

4 - 5   More sophisticated design with a creative context, questions and/or closing; can modify design for larger and smaller groups; understands and includes "intents" at each level; understands how to use a variety of activities appropriate to each level; understands how to weave the levels for more complex conversations