



facilitating a culture of participation

ICA Facilitator Competencies Overview

Manage Positive Client Relationships

- Understand Client Needs
- Create Appropriate Designs
- Communicate Client Needs
- Manage Projects Effectively

Create a Participatory Environment

- Communicate Effectively
- Create Positive Atmosphere
- Resolve Group Conflicts
- Implement Plans Effectively

Evoke the Creativity of the Group

- Understand Learning Needs
- Apply Appropriate Approaches
- Elicit Group Creativity
- Utilize Space and Time

Use ToP Methods Effectively (design and lead)

- Conduct Great Focused Conversations
- Do Productive Consensus Workshops
- Facilitate ToP Strategic Planning
- Guide Action Planning
- Conduct ToP Historical Scan / Wall of Wonder

Model Positive Professional Attitude

- Evoke Depth and Substance to Illuminate Group Potential
- Care for Group Journey
- Practice Self-Assessment and Self-Awareness
- Act with Integrity
- Model Neutrality

Orchestrate Quality Events

- Manage Overall Process
- Ensure Dynamic Process
- Adapt to Group Needs
- Work Effectively with a Team

Produce Effective Results

- Apply Appropriate Methods
- Clearly Document Results
- Develop Authentic Consensus
- Prepare for Solid Implementation

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