

Facilitation

About Booz Allen

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for 95 years. Providing a broad range of services in strategy, operations, organization and change, information technology, systems engineering, and program management, Booz Allen is committed to delivering results that endure.

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Workshops, visioning, and other types of group sessions can support organizational strategy and operations, yet incomplete communication, poor group dynamics, misunderstandings, and unfocused discussions can be costly both financially and interpersonally. Personal biases, political agendas, poor interpersonal communication skills, and inadequate planning can undermine a group's objectives and erode team interactions. Conversely, perceptive and proactive facilitation can enhance group dynamics, improve timeliness and decision making success, build strong relationships and teams, and ensure objectives are exceeded.

Booz Allen can help you be ready for what's next

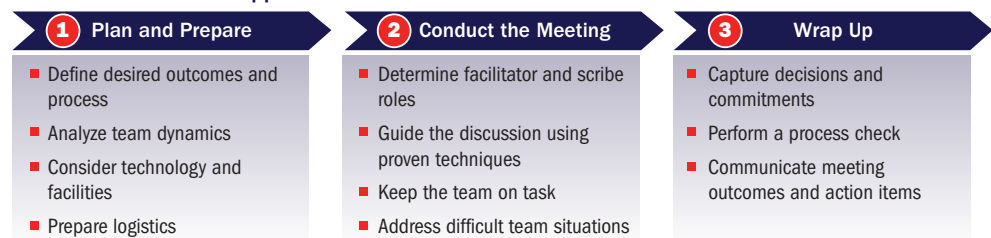
At Booz Allen Hamilton, a leading strategy and technology consulting firm, our facilitation services enable effective and efficient communications and decision making. Our expert facilitators draw on their intuitive and explicit knowledge of group process to formulate and deliver neutral, third-party guidance to help organizations achieve their goals. Our strategic communications experts recognize the complex nature of group dynamics and are experienced in facilitation with numerous organizations.

Booz Allen's service offerings and approach

We use the facilitation approach shown in the figure below to plan and execute group sessions customized to organizational needs. Booz Allen facilitators assist organizations by:

- Fostering learning within the entire group by maintaining a positive environment
- Helping create and sustain an environment of trust and openness where everyone feels comfortable speaking candidly and where differences of opinion are heard and respected
- Ensuring everyone feels included and has an opportunity to participate
- Providing a forum for effective learning and adhering to the agenda

Booz Allen Facilitation Approach



Our facilitators can perform one or more of the following roles:

- **Facilitative process observer:** Works with individual members and the group to create an understanding of the group's dynamics and challenges; guides the group in learning how to mitigate and avoid destructive processes and behavior
- **Consensus-building facilitator:** Enhances learning and brings the group to consensus; encourages the group to prioritize information and make informed decisions; leads the group in evaluating alternatives when conflict or disagreement occurs

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delivering results that endure

- **Learning facilitator:** Answers questions and identifies processes that improve and inhibit the way participants solve problems; identifies clear learning objectives; listens actively; intervenes as required to help the group learn through its experiences
- **Team-builder facilitator:** Creates a more cohesive work team by helping participants understand each other's working styles; increases productivity by enhancing understanding of how to resolve conflict and preserving working relationships

Our facilitators are trained in various collaborative technologies and tools to heighten the productivity of team meetings and ensure successful fulfillment of a group's objectives. We can strategically combine technologies such as video conferencing, online groupware, audience response systems, audio conferencing, and fixed location groupware with the following tools:

- **Fundamental Interpersonal Relations Orientation-Behavior (FIRO-B):**
A 54-item self-scoring instrument that quickly gathers insights into how an individual's needs affect interactions with others; is used for one-on-one coaching, small groups, or teams
- **Myers-Briggs Type Indicator (MBTI):**
The most widely used assessment tool for understanding individual differences—focuses on behaviors and uncovers new ways to work and interact with others
- **Strength-Deployment Inventory (SDI):**
A self-scoring instrument that assists in building relationships in the workplace by focusing on motivations; is used to support conflict resolution and to solve interpersonal problems
- **Parker Team Development Survey:**
A quick way for a team to measure how well it is performing; is used as a data collection tool for team assessment, a needs assessment tool for team training, a team building activity, or as the basis for a workshop
- **Thomas-Killman Conflict Mode Instrument:** Enhances understanding of how different conflict-handling modes or styles affect personal and group dynamics; provides training on selecting the most appropriate style for a given situation

Booz Allen facilitation can greatly enhance activities such as:

- Project team kick-offs
- Team launching and building
- Brainstorming sessions
- Workshops
- Conflict resolution
- Lessons-learned discussions
- Requirements analysis
- Organizational climate assessments
- Visioning
- Strategic and business planning
- Change readiness
- Problem solving
- Coaching
- Applied learning activities

Booz Allen experience and expertise

Our clients include the Department of Homeland Security; Department of Energy; US Navy, Army, and Air Force; National Geospatial-Intelligence Agency; and Department of Housing and Urban Development.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.