

Forevue International Case Study

Note for Facilitators

What to expect

Working as a team on a case study can be stressful – in terms of human dynamics, information management, time pressures, need for creative thinking and decision-making.

It requires clarity of purpose and sharing of responsibility.

We can expect delegates to complain about having too much or too little information; not enough time to prepare their presentation, or not enough time in the presentation to answer the client's questions. But that's life – compromises will have to be made, and there is no easy solution.

The Challenge for the Facilitators

Generally speaking, people do not learn well when they are under stress. They look for excuses for what they deem to be failure, and close their minds to new ideas and experiences. The challenge for the facilitators working with the teams is:

- to support the process of experiential learning, ensuring that everyone has their say and that differences of opinion are respected;
- to encourage a fair sharing of responsibility for research, preparation and delivery of the presentation;
- to clarify with the team what they are wanting to achieve, how they are going to achieve it, and the timetable to which they are working;
- to observe and give feedback to participants on their behaviour, the roles they adopt, and the processes they use – both positive and negative
- to remind the team that there are few “certainties” and “right answers”, and that all their opinions and recommendations are valued;
- and, above all, to encourage the team to enjoy the learning experience.