



# Dialog and Resolve LLC

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## Seven Steps of the Single-Question Facilitation Model

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**Blue Belt Question:** What are the 7 Steps of the Single Question Facilitation Model?

**Blue Belt Succinct Answer:**

1. What is the question we are trying to answer?
2. Whose area of authority is this?
3. What is the Group Process we will use?
4. List pertinent Opportunity Costs and TRIPS Interests, "What do I/we want?"
5. Use Creative Thinking to get options that meet as many interests as possible.
6. Decide which option to do.
7. Craft Accountability

**Why These Skills Are Important:**

When I realize I am the person in the room with the skill to get this meeting on track and keep it effective, having this model in mind equips me to:

- Organize the thoughts people have shared;
- Clarify the order in which we should address the thoughts;
- Keep the group on track to resolve the current question before moving on to the next.



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## Explanations of the Blue Belt Succinct Answer:

1. What is the question we are trying to answer<sup>1</sup>? Some question-creating tools:
  - a. Given what type of discussion is this, what is the [Working Genius](#) focus?<sup>2</sup>
    - i. Brainstorming - “asking questions, pondering opportunities, suggesting ideas, & evaluating whether or not those ideas might work” - Working Genius Focus is W, I, D
    - ii. Decision-Making - “coming to a decision related to a proposed idea” - Working Genius Focus is I, D, G
    - iii. Launch - “getting people excited about a decision and enlisted in its initial action” - Working Genius Focus is D, G, E
    - iv. Status Review and Problem-Solving - “happens most often . . . discussions about the progress of an initiative, as well as the identification and resolution of any obstacles or problems” - G, E, T
  - b. [SWOT Analysis](#) (Strengths, Weaknesses, Opportunities, Threats).
2. Whose area of authority is this? The positional authority gets to decide which Group Process we use; so, before moving to the next step, we need to agree who the authority is.
3. What is the Group Process we will use?
  - a. [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 121-129](#)
  - b. Crucial Conversations<sup>3</sup> language - Command, Consult, Vote, Collaborate.
  - c. The [Vroom-Yetton-Jago Model](#) has a flowchart to help pick the process.
4. List pertinent [Opportunity Costs](#) and TRIPS Interests, “What do I/we want?”
5. Use Creative Thinking to get options that meet as many interests as possible.
  - a. [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 107-112](#)
6. Decide which option to do.
  - a. [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 121-129](#)
  - b. [Watch this good video summary](#) of [Annie Duke’s How to Decide](#).
7. Craft Accountability - Who does what by when with what resources and how will we know it is done? [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 134-138](#)

## Illustrations of the Skills:

Family Vacation - [Muddling Along or Unity: Confessions of a Recovering Jerk, pp. 12, 108-109, 110-112, 130-133](#)

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<sup>1</sup> The Dialog Dojo framework draws thoughts from LaFasto & Larson’s model – [LaFasto, F. & Larson, C. \(2001\). \*When teams work best\*](#). Thousand Oaks: Sage Publications Inc. p. 85

<sup>2</sup> Lencioni, P. (2022). [The 6 types of working genius](#). BenBella Books. Dallas, TX. See pp. 203-205.

<sup>3</sup> Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2012). [Crucial conversations \(2nd ed.\)](#). McGraw-Hill Contemporary. pp. 179-187 has a good series of questions to help pick the appropriate processes.