

## **Yes, Start**

### OUTCOME

Members confirm they are ready to start

### PROCESS

- After giving directions for an activity, the facilitator remains standing, motionless, and visually scans the group for about 20 seconds.

### TIPS

When the facilitator remains motionless after giving directions, members get the message that they are to start the activity. Should members glance at a facilitator who is moving during the first 20 seconds, the message is that it is not necessary to start yet. Michael Grinder discovered this and named it *The Most Important 20 Seconds*.