

Decontaminate Problem Space

Facilitator Moves

PROCESS

- Locations evoke memory. When a negative or counterproductive statement has been made, the location from which it was made evokes emotional recall.
- Step away from any location in which a statement distressing to the group was made.

ALTERNATIVES

- If the person introducing you is disliked by the group, or says something that causes distress, begin your work in any space other than the space occupied by the introducer.
- If you say something clumsy or offensive, step out of the space in which it was said, point back to the space, and say, “Did I say that?” Or “That was stupid, I apologize for that.”
- Rooms also evoke memories. If you are required to work in a room in which the participants have negative reactions, redesign the work space and change the furniture arrangement.

cont.

TIPS

- The stronger the emotional message, the greater the decontamination effort. Move to the back of the room to decontaminate the effect of intense negative messages.

NOTES AND APPLICATIONS
