

facilitation

noun [U] formal

UK /fəˌsɪl.ɪˈteɪ.ʃən/ US /fəˌsɪl.ɪˈteɪ.ʃən/

the process of making something possible or easier
the act of helping other people to deal with a process
or reach an agreement or solution

Hatfield House Facilitation has deep expertise working with internal and external stakeholders, governance groups and delivery teams, and a strong understanding of stakeholder agendas and responses. We know when consultation is required and can design a strategy that addresses the purpose of consultation to deliver the consultation outcomes needed by decision-makers. We know the process is key to achieving quality consultation outcomes and enhancing relationships with stakeholders.

Joanne Smith is the lead facilitator at Hatfield House Facilitation, which specialises in working with public sector clients to create meaningful conversations and connect ideas with stakeholders, governance groups, and organisational teams. Joanne tailors her facilitation methodology to suit the purpose and audience. Using an engaging style Joanne can help to communicate key messages, elicit useful input, draw out differences productively, and articulate approaches to complex issues.

Our facilitation expertise focuses on three areas:

- Engaging and consulting with stakeholders
- Working with governance groups
- Organisational development and planning

Our facilitation approach leads clients through

- ✓ Defining consultation purpose
- ✓ Agenda development
- ✓ Stakeholder analysis
- ✓ Facilitation methodology
- ✓ Risk management
- ✓ Documentation
- ✓ Pre-consultation interviews and briefing
- ✓ Venue and logistics
- ✓ Post-event follow up

Our facilitation methods include one-on-one in-depth interviews, focus groups, meetings, roundtables, workshops, and large stakeholder forums.

Hatfield House Facilitation works with clients across the public sector including the Australian Government Department of Health, NSW Health, the NSW Department of Customer Service, the NSW Department of Planning, Local Governments and Non-Government Organisations.

Engaging and consulting with stakeholders

Engaging with stakeholders is high risk/high reward proposition.

Done correctly, stakeholder engagement can elicit input decision makers need and use stakeholder expertise to articulate approaches to complex issues. Hatfield House Facilitation delivers the strong focus on design, stakeholder analysis, facilitation methodology and engagement style to ensure your event's success. Our facilitation methodology creates the conversations that connect ideas.

Working with governance groups

Governance is a key element of any policy or program, and governance groups including Advisory Boards, Steering Committees, Expert Panels bring a wealth of expertise to policy and program delivery.

Excellent facilitation supports governance groups to do their work most effectively, from strategy development, performance review and evaluation, and designing approaches to manage critical issues.

Organisational development and planning

Hatfield House Facilitation uses a proven facilitation approach to help your team achieve and maintain success in today's dynamic public sector environment.

Our **TERRAIN** model includes:

- review of the strategic and operational landscape
- engaging stakeholder feedback on team performance
- forecasting future skills needs
- building positive culture and behaviours.

With this action-oriented, staff-led approach, you'll develop your team's strengths and be able to communicate your value to leadership as a strong contributor to agency objectives.

Joanne Smith

Hatfield House Facilitation

E joanne.smith@hatfieldhouse.com.au

M 0438 188 128

W hatfieldhousefacilitation.com.au

in [linkedin.com/in/joanne-smith](https://www.linkedin.com/in/joanne-smith)

“Jo’s approach is engaging, considered and pragmatic. She has a deep understanding of the public system and the complexities of public health problems. This knowledge enables a fast start-up time for projects leading to efficient delivery.”



About Joanne Smith

Joanne has an excellent reputation for providing specialist consultation, engagement and strategic expertise to public sector agencies.

Joanne draws on a wealth of public sector leadership experience having worked in senior positions in NSW Health and in a Minister's Office. Joanne understands the complex policy, delivery and governance environments of the public sector and has a deep knowledge of stakeholders and their agendas.

Planning a consultation event?

Download our free facilitation guide on www.hatfieldhousefacilitation.com.au which outlines the Hatfield House approach to holding a successful event.