

Development system of Facilitator's skills to manage group discussions by gamification

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1. Introduction

- The **facilitator** is a moderator who supports a smooth progression of discussion in a neutral position
- Currently, training of facilitators is not easy, and how to train facilitators is a challenge
- We aim to help facilitation more easily and comfortably by **supporting the four skills[1] required for facilitators using ICT**

Skills to design a forum for discussion

Skills to facilitate interpersonal relationships

Skills to structure the flow of discussion

Skills of consensus building

Skills required for facilitator

[1] "Facilitators Association of Japan" advocated, <https://www.faj.or.jp>

2. Support system for discussion structuring

- As we can see **at a glance the discussion structure** so far, a system that **maps the remarks of the participants** in discussion according to the relationship

Tasks for each position

Facilitator

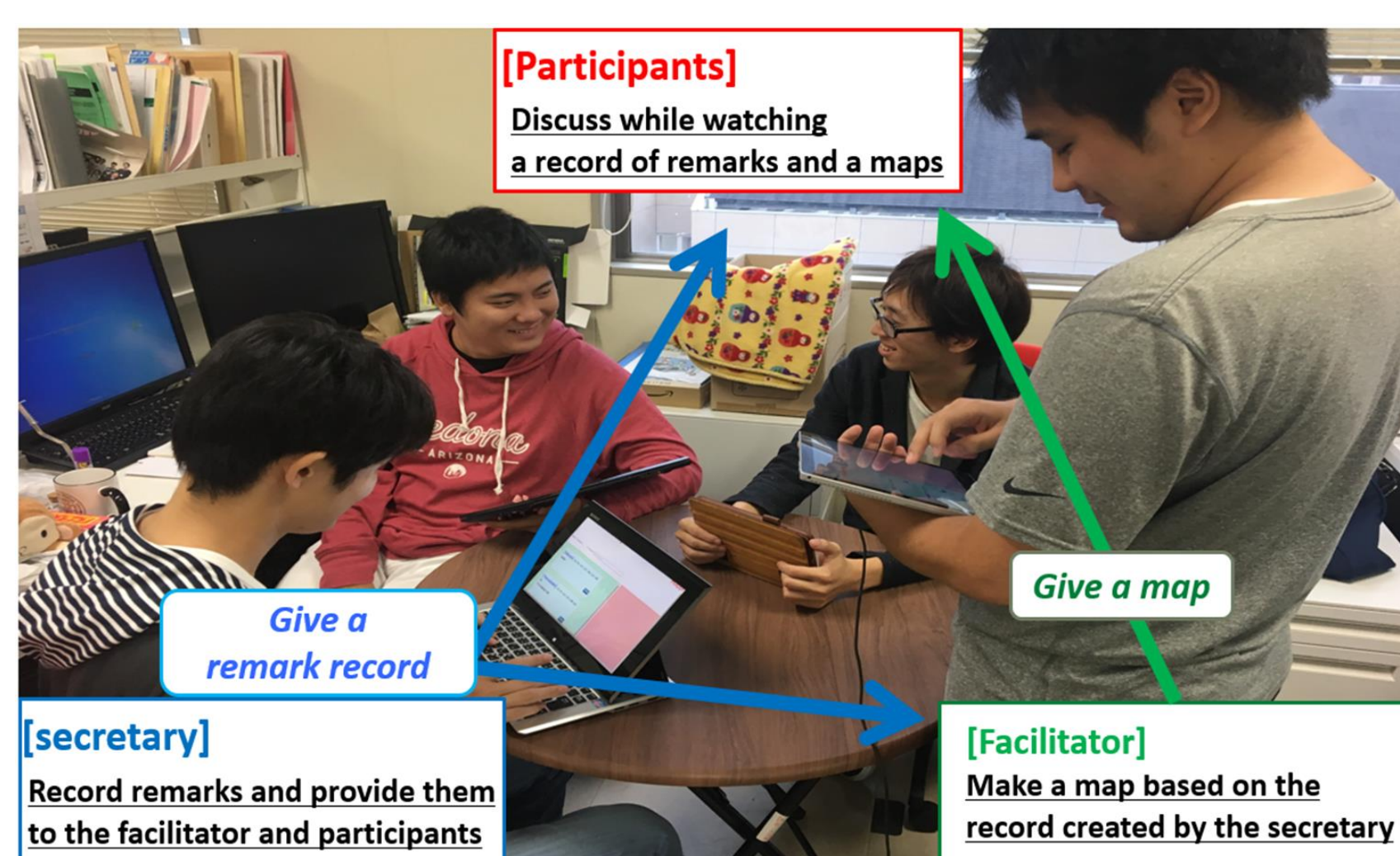
- Moderator
- Mapping remarks

Secretary

- Recording remarks

Participant

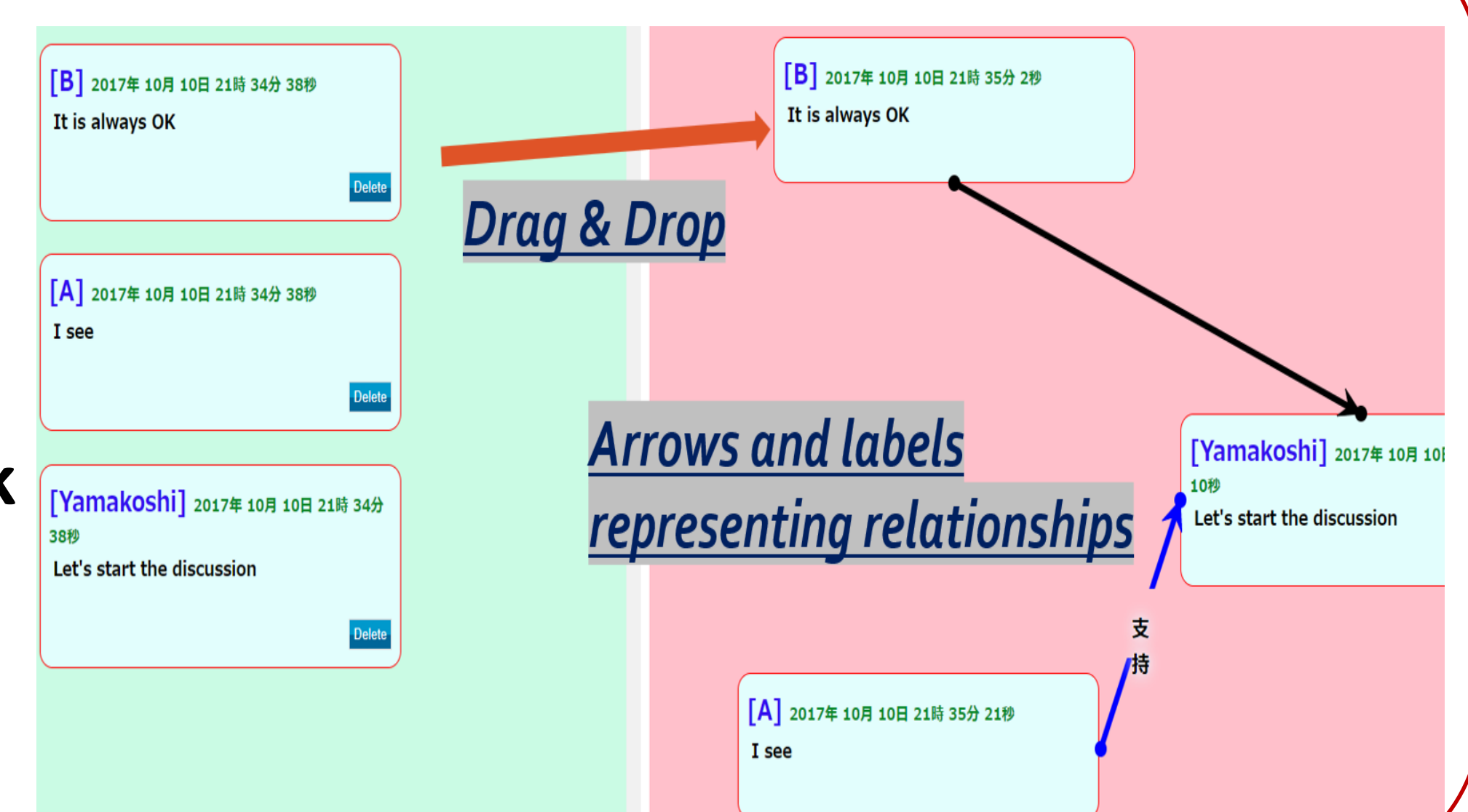
- Discuss while watching the map



Screen interface

Position remarks in mapping area by **drag & drop**

Draw an arrow between the remark and the remark to **express the relationship**



Skills to structure the flow of discussion

3. Support system for Interpersonal communication

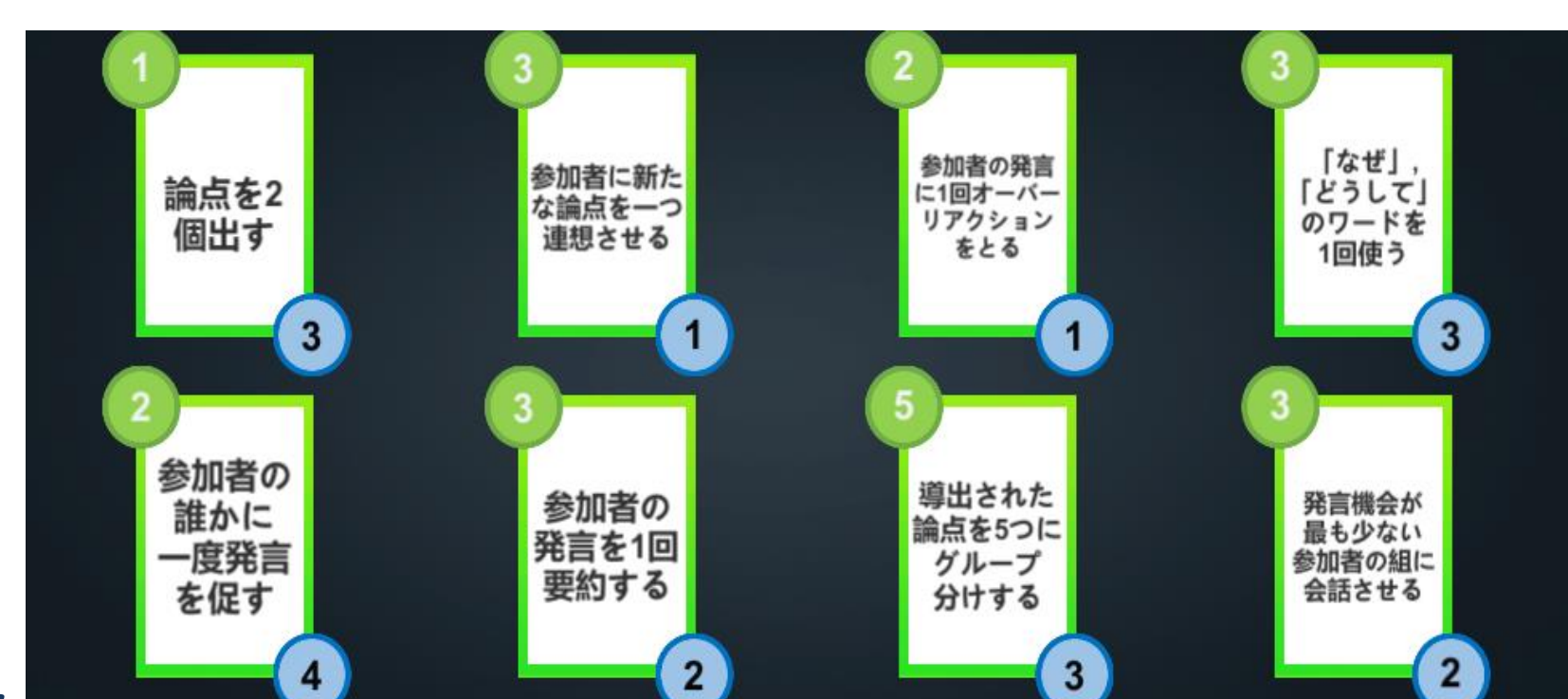
Skills to facilitate interpersonal relationships

3.1 Proposed system ~ Mission presentation function ~

Give the facilitator the action to do in the place of discussion in the form of **"mission"**

Points of this system

- Code of ideal behavior for facilitator
- Improve training efficiency by giving entertainment based on the concept of gamification

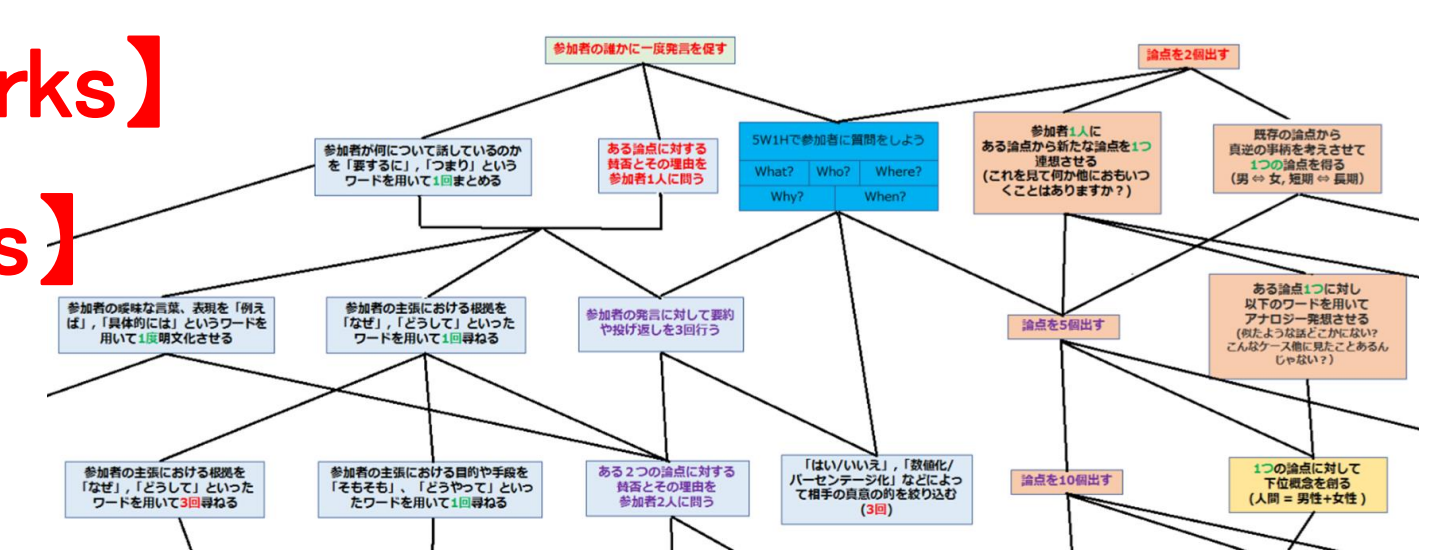


Mission system interface

3.3 Outline of mission

Missions can be divided into 4 categories

- **Adjustment of participant's speech frequency**
- **Summary and verification of remarks**
- **Organizing and integrating remarks**
- **Extend the issue**



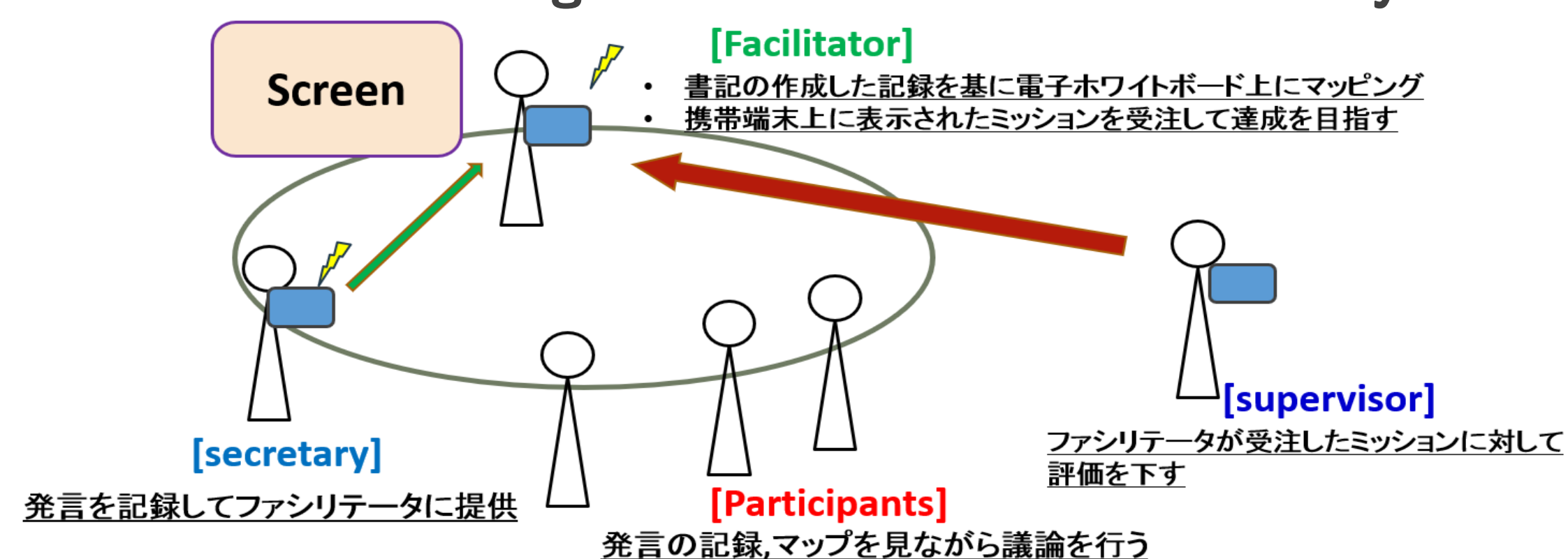
Approximately **60 missions** were devised with reference to books

Part of the missions tree

3.2 System configuration

Discuss with four positions including **supervisor**

- The supervisor evaluates against the mission selected by the facilitator



Schematic diagram of the environment surrounding the system

3.6 Toward Implementation of Mission System

platform

It is desirable to develop it in an application format so that it can be handled easily on a mobile terminal such as a smartphone

3.4 System flow

1. The facilitator selects one mission from the list and sends it to the supervisor
2. After the supervisor sends a signal, start the evaluation
3. The supervisor determines whether the checkpoint defined for each mission has been achieved
4. When all are cleared within the time limit, feedback on mission accomplishment is returned to the facilitator

3.5 Evaluation of mission

Hybrid of **system evaluation** & **supervisor evaluation**

- The system evaluates missions using objective information such as equalization of the number of utterances
- The supervisor will evaluate the mission to step into the content of the conversation

4. Conclusion

- In order to support skills to facilitate interpersonal relations of facilitators, we proposed a new mission presentation system and also considered specific mission contents and evaluation format.
- We actually develop the system and examine the validity of the mission and evaluation form we devised.
- Thinking about indexes and experiment settings that can evaluate what this system is good with.