



# From internal facilitation to internal consultance?

Is it possible or even desirable?

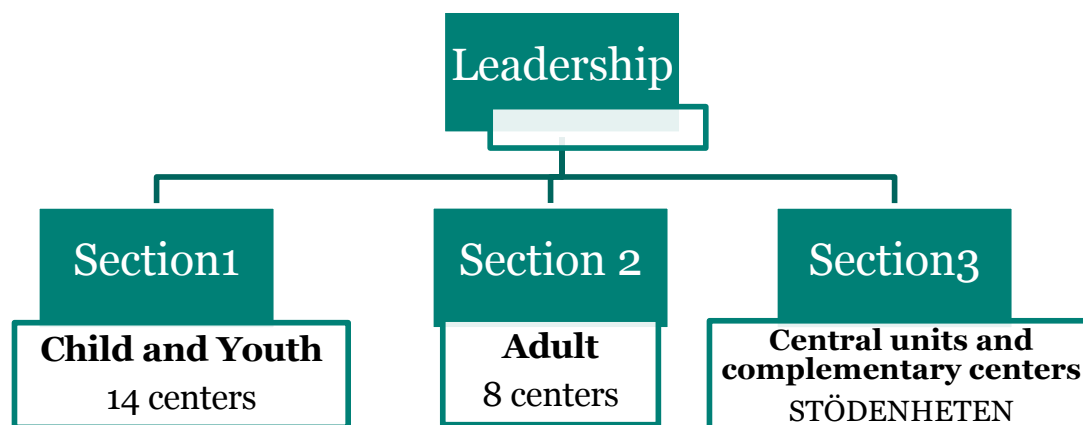
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# This is what we will talk about:

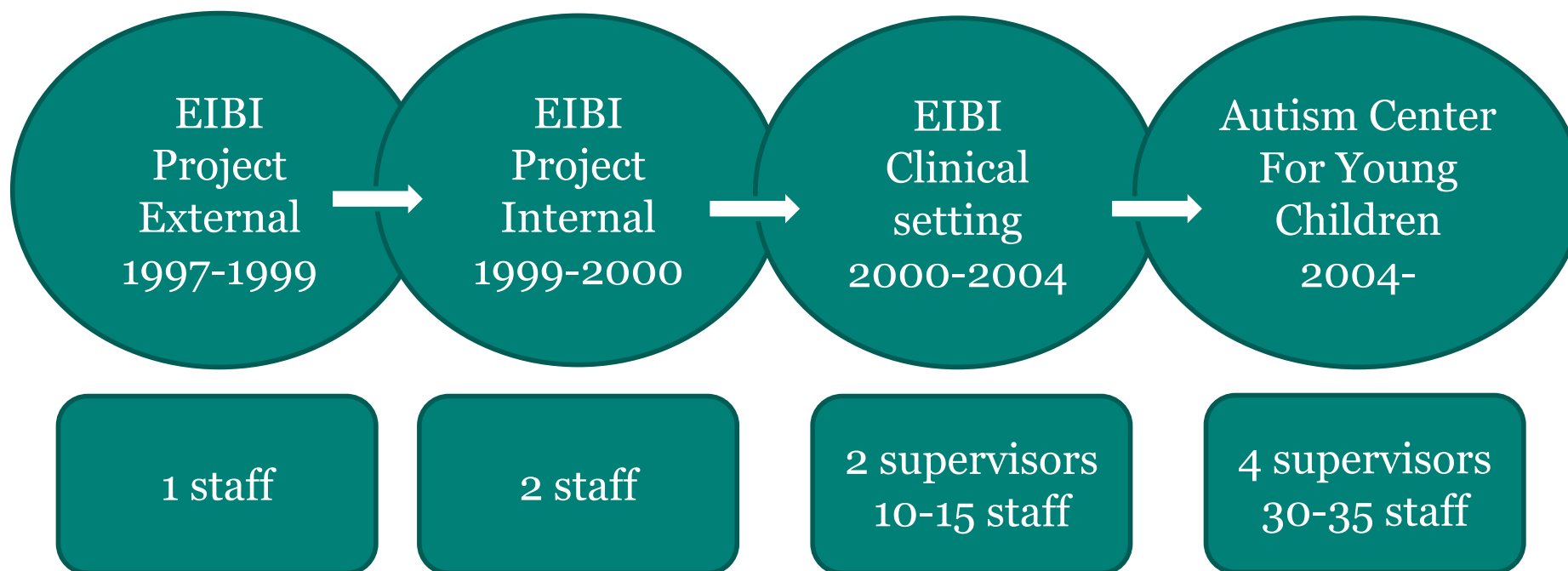
- Our internal facilitating unit (IFU)
  - Assignments
  - Advantages and disadvantages
- Challenges and activities ahead

# Habilitation & Health

- Stockholm County Council
- Free services for people with disabilities
  - Different professions
  - Treatment and counselling



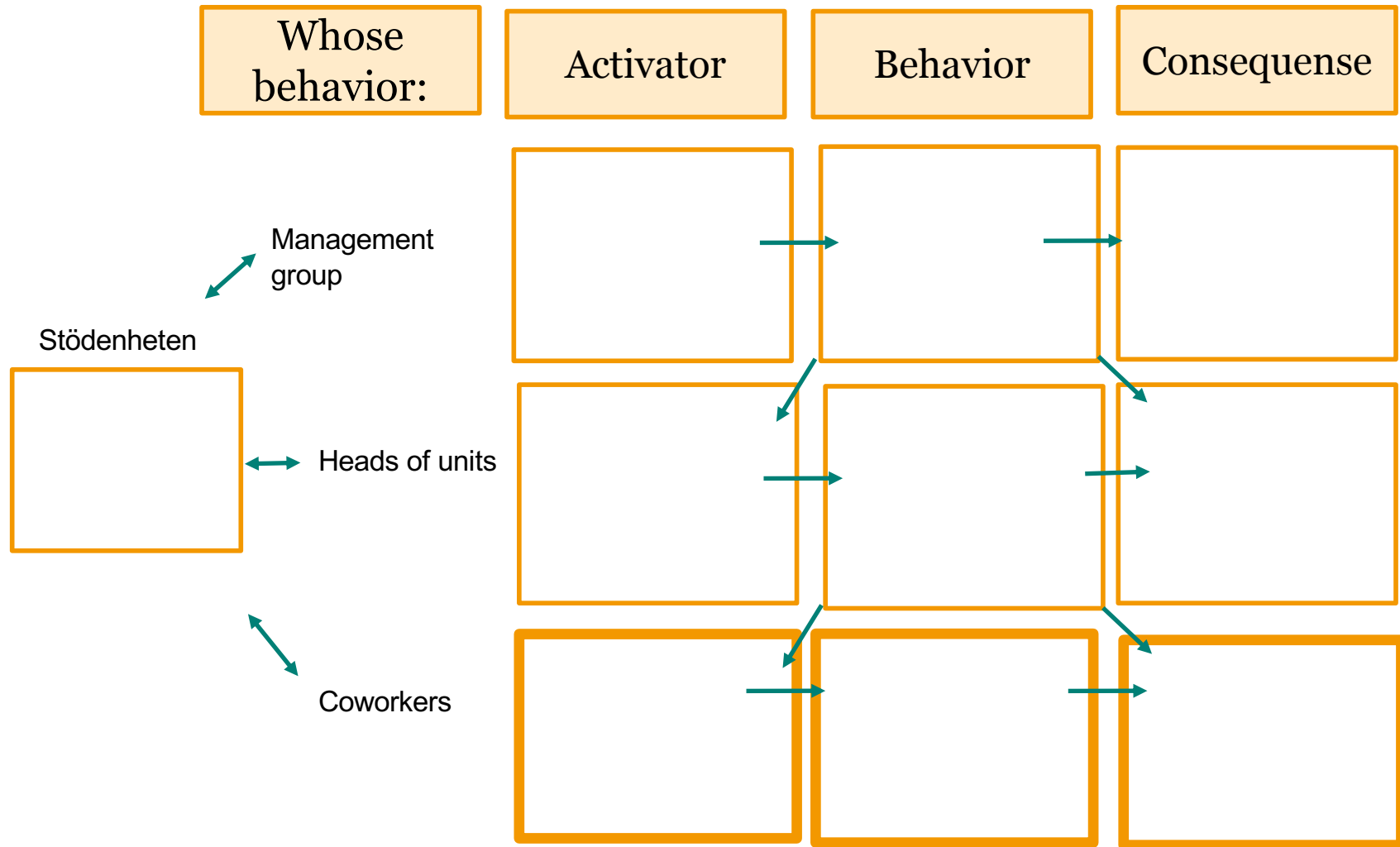
# Internal facilitation



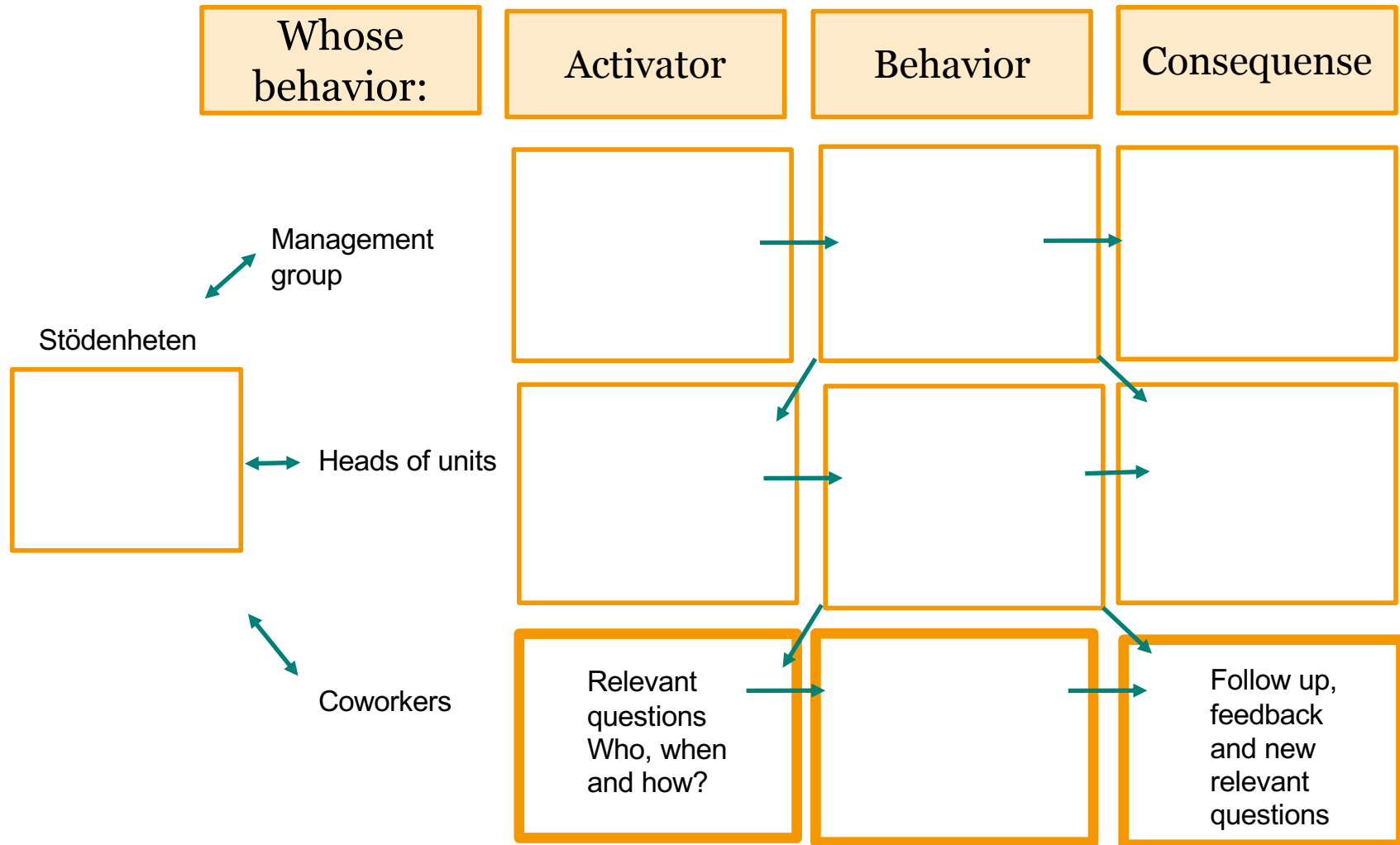
# Stödenheten

- Support to the Specialized units, especially ASD
  - ASD knowledge
  - ASD methods and treatments
- 10-12 coworkers with different professions
- Facilitating formats and activities
  - Group supervision
  - Individual supervision/speed dating
  - Education/workshops

# Facilitating behavior change within our complex organisation



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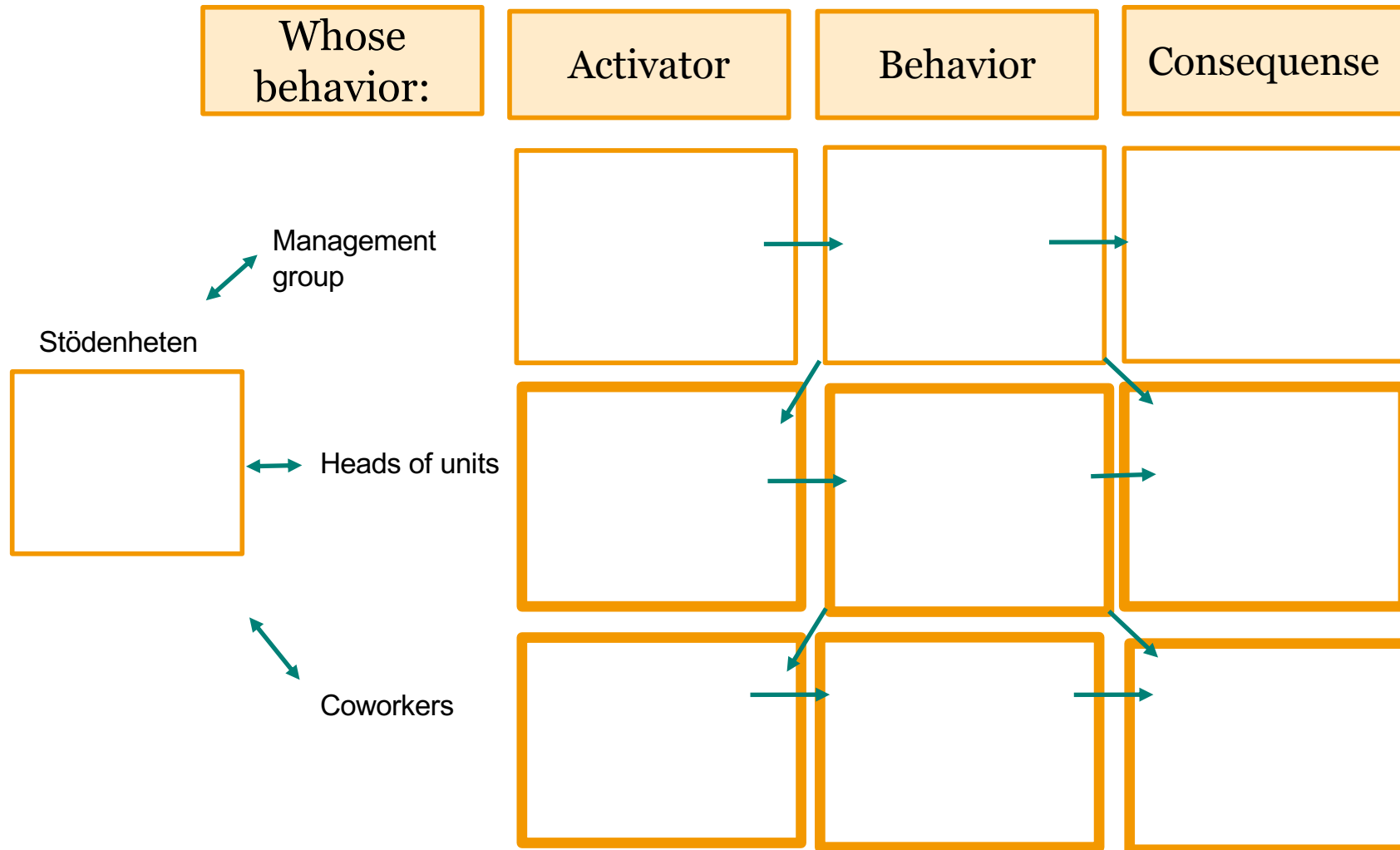
# Advantages with an IFU

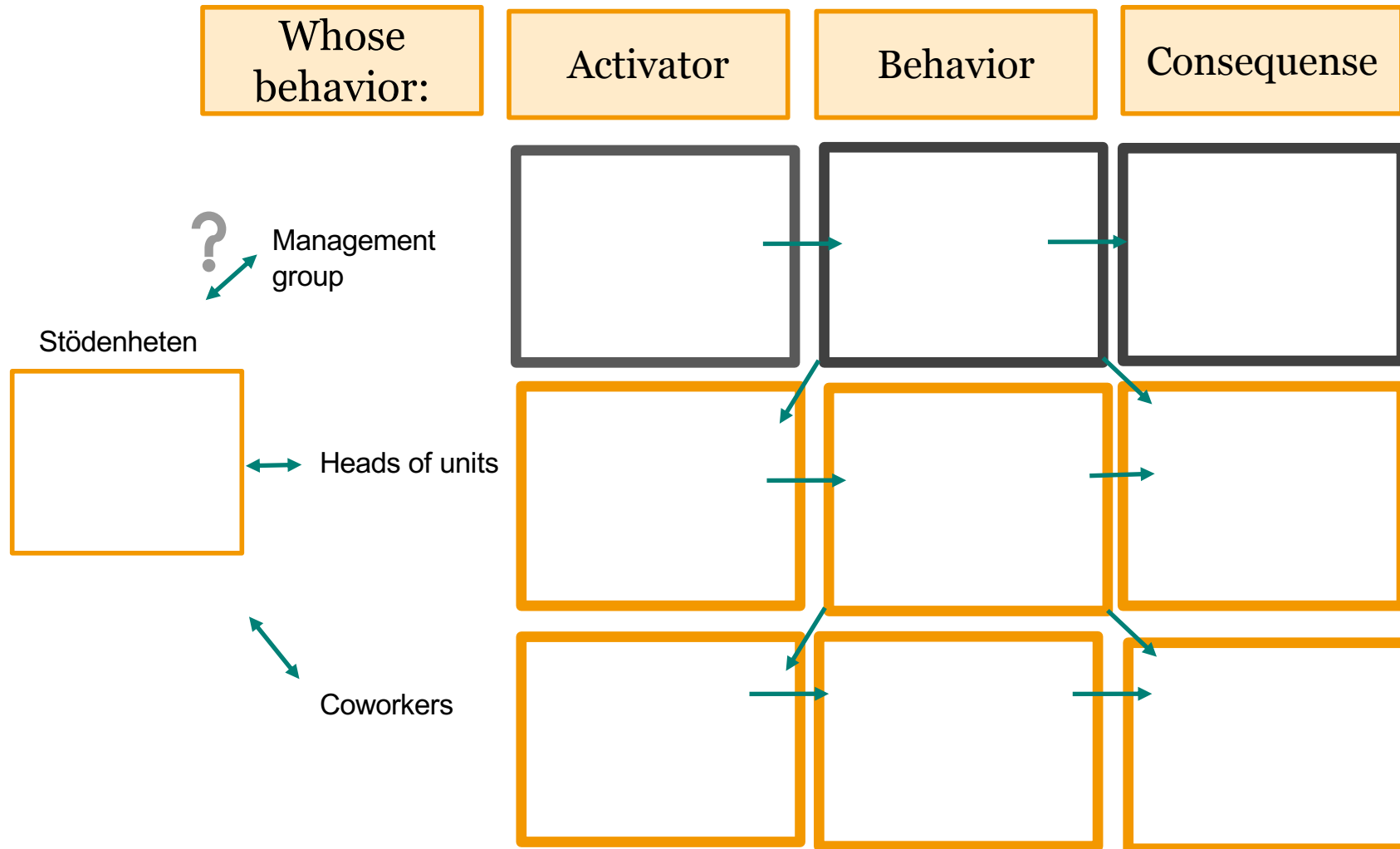
- In general
  - Knowledge and experience of the assignments and the organization
  - Continuity
  
- Specific to us
  - ASD knowledge
  - ABA from treatment experience
    - Systemic perspective
    - Learning theoretical approach
    - Implementation knowledge



# Disadvantages with an IFU

- General
  - Internal bias
  - Unlimited assignments
  - Threat of fragmentation
  - Facilitating for independency
  
- Specific to us
  - New management
  - Unclear assignments
  - Associated with “bad” organizational change





# Challenges and activities ahead

- Continue ongoing facilitating behavior change
  - Co workers
  - Heads of units
- We need to "reach" the management group
  - How? Communication channels?
- Identify and involve other key figures within the organization
  - Develop a structure for cooperation?
- Should we aim to become internal OBM consultants?
  - Can we work on all levels?
  - What can we do?

## Comments from the audience

In order to convince management to “buy-in”, consider hiring an external OBM consultant to perform an analysis that will describe the value of an internal OBM consultancy.

Management group seems unaware of the added-value of IFU. Can you compare the performance of the teams that use IFU support vs those who don't ?

Creating interlocking behavioral contingencies, that is, shifting from macro-contingencies to meta-contingencies increasing cooperation.

Reaching management group may create a fear of being the spies of the top management when working at the teams level. Proposal to establish a "confidentiality" agreement about what you do with respect to individual problems in the teams.

get top management involved via middle management

Build a case using the data from a small part of the assignment and present to the management in order to receive mandate from the management

Probably useful to build relationship with top management in order to understand what they want and how you can contribute towards that goal. Spend time together. Describe what you do and how you can help. See if they are they interested in exploring it together?



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