

WORKSHOP FACILITATION GUIDE



PERSONAL REFLECTION:

THINK ABOUT A TIME YOU PARTICIPATED IN A WELL-FACILITATED WORKSHOP...WHAT MADE IT FEEL GOOD?

DEBRIEF:

- WHAT FELT RIGHT AS YOU FACILITATED?
- WHICH TIPS/STRATEGIES DO YOU FEEL YOU EMPLOYED MOST NATURALLY?
- WHAT TIPS/STRATEGIES DO YOU FEEL YOU COULD INCORPORATE MORE NEXT TIME?

LISTENING

- MAKE EYE CONTACT WITH THE PERSON SHARING
- NOD WHEN YOU UNDERSTAND OR AGREE
- USE AFFIRMING SOUNDS OR WORDS
- CONFIRM YOUR UNDERSTANDING OF WHAT THE PERSON SHARED BY REPHRASING IT BACK TO THEM
- REMIND THE GROUP OF WHAT SOMEONE SHARED EARLIER BY BRINGING IT INTO THE CONVERSATION LATER
- ENCOURAGE THOSE WHO TEND TO SHARE MORE TO TRY LISTENING MORE, AND FOR THOSE WHO TEND TO LISTEN MORE TO TRY SHARING
- ASK CLARIFYING OR ELABORATING QUESTIONS

GENERAL FACILITATION

- DEVELOP A SENSE OF OWNERSHIP OF THE TOPIC
- BE MINDFUL OF TIME
- INFUSE YOUR PERSONALITY WHEN APPROPRIATE; BE GENUINE
- INVOLVE THE AUDIENCE AND THEIR ANSWERS
- USE A MICROPHONE WHEN AVAILABLE
- AVOID UPSPEAK
- SPEAK WITH THE INTENTION OF BEING HEARD
- IF YOU NATURALLY SPEAK AT A FAST PACE, REMEMBER TO SLOW DOWN
- ALWAYS EXPLAIN ACRONYMS OR SPECIFIC LANGUAGE
- NEVER ASK YOUR AUDIENCE TO DO SOMETHING YOU WOULD NOT DO

GROUP DIALOGUE FACILITATION

- KNOW YOUR AUDIENCE
- MATCH THE ENERGY IN THE ROOM
- ASK OPEN-ENDED QUESTIONS
 - WHAT DID YOU THINK...?
 - HOW DID YOU FEEL...?
- UTILIZE THE KNOWLEDGE IN THE ROOM
- ALLOW FOR SILENCE, EVEN IF IT FEELS UNCOMFORTABLE
- IF YOU DISAGREE WITH WHAT SOMEONE SAYS, BE MINDFUL OF YOUR MOTIVES/STRATEGIES BEHIND CHALLENGING WHAT WAS SAID

ACTIVITY FACILITATION

- BE MINDFUL OF THE CONTEXT IN WHICH YOUR ACTIVITY EXISTS
- SET THE TONE WITH YOUR ENERGY LEVEL
- EMBRACE AWKWARD MOMENTS
- PARTICIPATE WHEN POSSIBLE
- ENCOURAGE PARTICIPANTS TO GET INTO IT
- KNOW WHEN TO KEEP GOING VS. WHEN TO WRAP IT UP