

Facilitator: Critical Role for Trainers

By

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Skillful Facilitators

- **Develop and maintain a positive atmosphere**
- **Address all goals and objectives of the training and "cover" essential content**
- **Balance the content and the process of a training.**
- **Model effective facilitation skills so that participants learn to carry them out.**

DEVELOPING A POSITIVE ATMOSPHERE

- **"ice-breaker**
- **Establishing Discussing participant and trainer**
- **Encouraging participants to join in discussions**
- **Acknowledging sound ideas and interesting points**
- **Maintaining trust and confidentiality.**
- **Remaining open and responding positively to criticism**

REACHING GOALS AND "COVERING" MATERIAL

- **Link topics together.**
- **Provide needed information clearly, succinctly, and in an interesting way.**
- **Give (and model) clear, step-by-step instructions for each activity.**
- **Promote thoughtful discussion by asking well-planned questions that require more than "yes" or "no" responses.**
- **Know when and how to bring a discussion back to the topic**
- **Tie things together by reminding participants of feelings, ideas, opinions, or questions mentioned earlier.**
- **Bring closure to a portion of the training by seeking final questions and acknowledging**

BALANCING CONTENT AND PROCESS

- **Circulating among participants to develop a clear picture of what's happening and how it's happening.**
- **Helping participants redirect their focus when they need to.**
- **Accepting that outcomes of activities may not be exactly what was planned--and that many different, valuable learnings can come out of the same activity.**
- **Helping participants identify, analyze and generalize from activities--whether outcomes were planned or not!**

MODELING EFFECTIVE FACILITATION SKILLS

- **Actively involve participants in processes that stimulate learning,**
- **Cover appropriate content,**
- **Demonstrate facilitation skills that participants can use as trainers and in the classroom.**
- **Conduct training events with at least two facilitators so that as one facilitator conducts an activity the second one attends to the process and outcomes**