## Handout: Facilitation Techniques

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| **Situation** | **Strategy** | **Example** |
| John used words that left some of the message unclear to participants, based on the leader’s observation. | **Paraphrase** what a participant has said so that he or she feels understood, and so that the other participants can hear a concise summary of what has been said. | *What you're saying is that the system will take 10 months to implement. You also told us that it can be done with existing staffing levels.* |
| John used words that left some of the message unclear to participants, based on the leader’s observation. | **Check** your understanding of a participant statement, or ask the participant to clarify what he or she is saying. | *Are you saying that this plan is not realistic? I'm not sure that I understand exactly what you mean. Would you please run it by us again?* |
| Sue, normally quiet, made an important point. | **Complement** someone foran interesting or insightful comment. | *That's a great point. Thanks for bringing it to our attention.* |
| Jim added a point that the leader felt merited input from others. | **Elaborate** on the participant's contribution to the discussion with examples, or suggest a new way to view the problem. | *Your comments provide an interesting point of view from the client's perspective. It would be useful to know if other clients validate this.* |
| The group has hit an impasse while exploring options for the new employee orientation. | **Energize** discussion by quickening the pace, using humor, or, if necessary, prodding the group for more contributions. | *Here's a challenge for you. For the next two minutes, let's see how many ideas you can generate for the new employee orientation program.* |
| Rick made a sweeping generalization that the leader isn’t sure is shared by others. | **Disagree** (gently) with a participants comments to stimulate further discussion. | *I can see where you're coming from, but I'm not sure that what you are describing is always the case. Has anyone else on the team had a different experience?* |
| Bill and Sue seem to be coming from different points of view, and discussion is getting somewhat heated**.** | **Mediate** differences of opinion between participants, and relieve any tensions that may be brewing. | *It sounds as though Jane and Bill aren't really disagreeing with each other, but are simply describing two different sides of the issue.* |
| Two participants provided individual statements with similarities to support a task or process  | **Pull together** ideas, showing their relationship to each other | *As you can see from Linda's and Bob's comments, personal goal setting is a key part of time management. We all need to establish goals for ourselves daily so we can more effectively manage our time.* |