
Facilitation Basics

— For Online Discussions —

Welcome & Introductions

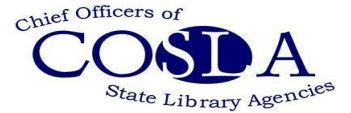
Christi Showman Farrar
Lyndsay Forbes
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Hello
my name is





TRANSFORMING TEEN SERVICES
TRAIN THE TRAINER



REIMAGINING

Project *Equity AND Access* READY

FOR *Diverse* Youth

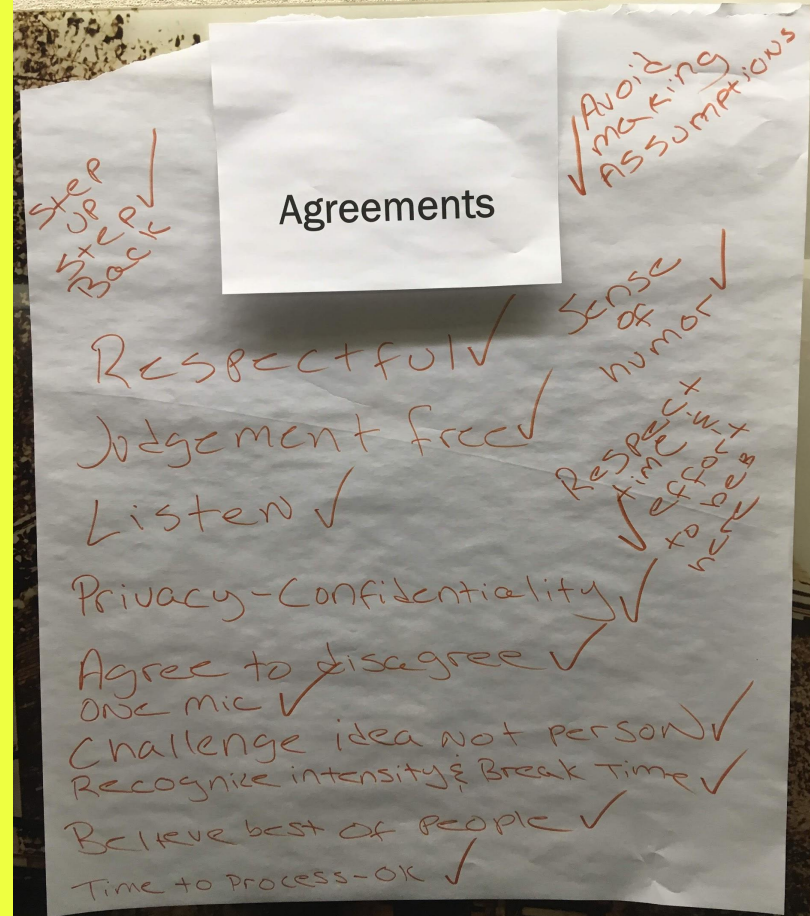


Agreements

/ə'grēmənts/

noun

a shared set of guidelines, or ground rules, to inform and steer the group's work together



Project READY Agreements

1. Expect and accept discomfort
2. Keep your focus on race and racism in the United States
3. Maintain hope while confronting the brutal facts
4. Celebrate the small wins while keeping the big picture in mind

Creating Your Own Agreements

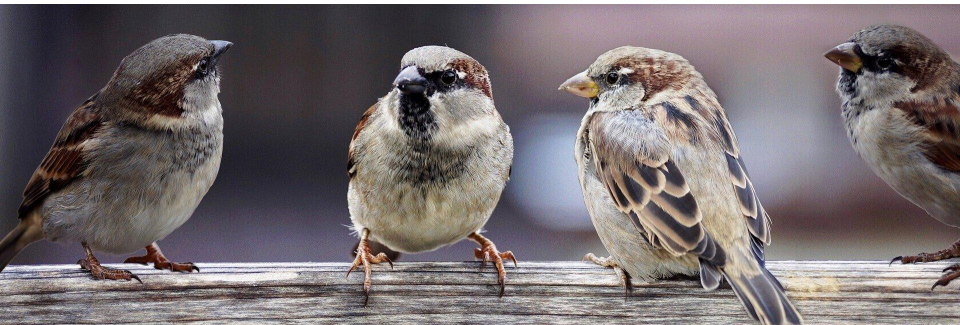


Image by [Susanne Iutzeler, suju-foto](#) from [Pixabay](#)

Creating Your Own Agreements



*What would make this group
work well for you?*

*What would make this a safe and
respectful space for everyone?*

Confirm that everyone agrees

Discussion Agreement Examples

1. One person, one mic
2. No one knows everything; together we know a lot
3. Move up, move up
4. We can't be articulate all of the time
5. Be aware of time
6. Embrace curiosity
7. Acknowledge the difference between **intent** and **impact**

https://aorta.coop/portfolio_page/anti-oppressive-facilitation/



AORTA

*anti-oppression resource
& training alliance*

Teaching vs Facilitating



Teachers/Trainers...

- Give information and skill
- Direct instruction
- Operate from specific outcomes
- Plan the sequence to achieve outcomes
- Move from known to known

Facilitators...

- Provide nurturance
- Guide interaction
- Operate from overarching goals
- Have a repertoire, but no predetermined plan
- Move from known to unknown
- Learning *with* the group



Principles of Adult Learning

Remember:

Adults are not children



Adults prefer learning situations that...

- Are practical and problem-centered
- Promote positive self-esteem
- Integrate new ideas with existing knowledge
- Show respect for the individual learning
- Capitalize on their experience
- Allow choice and self-direction



Facilitation Approaches & Activities

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Sentence Starters & Prompts

- “Today I feel...”
- “When I read the agreements my first thought was...”
- “The point that stood out to me the most was...”
- “The neighborhood I grew up in could be described as...”

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“Teachback”

Divide up sections of the content and have individuals or pairs give an overview before the discussion.



Active Listening & Paraphrasing



- Make eye contact (face screen)
 - Don't interrupt
 - Give signs of listening
 - Rephrase & reflect
 - Ask for clarification
-

“Stacking”

Giving an order to who will speak next when multiple people want to speak at once



Wait Time

Remember to pause after asking a question.

Let people process.

Troubleshooting



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Problem: Everybody talking

Ask yourself...

Is it because they are *so* interested?

Is it because they are *not* interested?

Is it because they have not heard the topic?

Try...

Ask them to share their initial thoughts in the chat. Then try stacking to regain order to the conversation.

Consider moving to a different topic

Get their attention, check time, review your ground rules, etc.



Problem: Nobody talking

Ask yourself...

Do they understand?

Do they need to think more, to formulate their ideas?

Are they comfortable?

Try...

Rephrase the question, give more information

Wait! Give more time to think. You can also let people answer in the chat if it's easier to write out thoughts.

Allow time for people to get to know each other. Consider backing up and focusing on connecting the topic to personal experience.

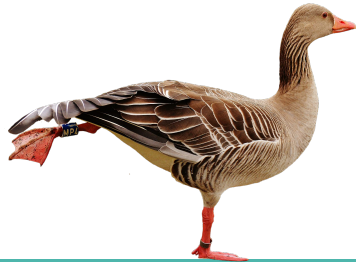


Problem: Shocking or “funny” statements

Ask yourself...

Is it to get attention? Or is it being used to cover up for feeling embarrassed?

Is it from an inability to express themselves clearly?



Try...

Deal with it directly! Keep your sense of humor. You may need to have a private conversation with the person, especially if this becomes a pattern.

Ask them to clarify or to rephrase their thought, and give time for them to process. Or, try rephrasing for them, “Do you mean...?”

Problem: Someone too disruptive to stay

Ask yourself...

How can I stop the behavior and not build resentment? How can I help the person take responsibility for his/her own behavior?



Try...

Call “in” first - talk to them separately. If this doesn’t work and the behavior continues, call “out” in the meeting.

Don’t be afraid to ask them to leave the group until they can participate without being disruptive.

Feel free to call on April & Christ for help!

Questions!

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Survey

https://docs.google.com/forms/d/e/1FAIpQLSf298gdfMINCHbPZhcarcyX6_1eEn_dMkXuk3cPtNgXiUYpp8g/viewform



The background of the slide features three vibrant blue and yellow macaws perched on a weathered log. The birds are positioned from left to right, with the first bird on the left looking towards the center, the middle bird looking down, and the rightmost bird looking towards the right. The background is a soft-focus natural setting with more logs and greenery.

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