



"The work of public engagement and deliberative dialogue is only as strong as its facilitators." NH Listens

Pathway to Becoming a Facilitator

- | | |
|--|--|
| 1) Participate in a dialogue session | 4) Demonstrate key facilitation skills |
| 2) Participate in facilitator training session/s | 5) Become the lead facilitator |
| 3) Partner with an experienced facilitator | |

Key Facilitation Skills

Create Space and Focus

- Arrange physical space to support the purpose of the gathering
- Provide effective atmosphere for sessions
- Have appropriate materials in place for participants
- Establish clear context for the session
- Use time effectively

Foster a Participatory Environment

- Demonstrate respect for varied cultures, norms & diversity
- Make space for all to engage in the conversation

Demonstrate Effective Communication Skills

- Develop rapport with participants
- Provide clear directions
- Actively listen
- Ask probing or follow-up questions
- Summarize to elicit the sense of the group
- Recognize tangents and redirect to the task
- Use non-verbal signals appropriately (body language)

Manage Conflict

- Help individuals identify and review underlying assumptions
- Recognize conflict and its role within group learning / maturity
- Provide a safe environment for conflict to surface
- Manage disruptive group behavior
- Support the group through resolution of conflict

Facilitate Group Awareness of Its Task

- Identify information the group needs
- Draw out data and insight from the group
- Help the group synthesize patterns, trends, root causes, frameworks for action
- Assist the group in reflection on its experience

Record ideas

- Capture big ideas and themes
- Use the speaker's language as closely as possible
- Write neatly so everyone can read it
- Be low key – stay in the background
- Number the pages
- Create a 'parking lot' of ideas