

## Skills of Effective Facilitators

### Ability to encourage discussion

- Use open-ended questions  
*“How do you feel about that?”*  
  
*“What are some other strategies?”*

### Ability to make participant feel heard

- Use active or reflective listening  
*“I hear you saying you’re concerned about the amount of material. Is that right?”*  
  
*PARTICIPANT: “I think the woman in the story acted like a stupid child.”*  
*FACILITATOR: “So you’re saying you see her behavior as immature.”*

### Ability to support everyone’s contribution

- Engage all participants
- Display a non-judgmental attitude  
*Let participants know that different people hold different values that are important to them*
- Notice your body language  
*Make eye contact*  
*Lean in direction of group*  
*Be congruent in words and body language*
- Provide positive reinforcement  
*Use “Thanks” Chips*  
*“I liked the way you were assertive in the role play.”*

### Ability to listen for the total meaning

- Respond to feelings
- Help participants label feelings  
*Use the “Feeling Thermometer”*
- Notice participant’s body language  
*“You look puzzled, Julie. What are you wondering about?”*

### Ability to clearly present material

- Know the material
- Keep discussion on track and on time
- Speak in an audible, clear voice
- Avoid jargon and sophisticated terminology
- Model skills in the curriculum
- Provide constructive feedback

### Ability to build group cohesion

- Reinforce everyone’s contributions  
*Use, and encourage participants’ use, of “Thanks” Chips*
- Maintain respect among participants
- Help group members relate their contributions to that of others  
*“I heard several of you say the same thing Jan just did.”*  
*“How many of you have wondered about the same thing?”*
- Cope with conflict when it arises  
*“I noticed that several of you seemed upset by Ana’s statement. Let’s clear this up. What can we do about this?”*