

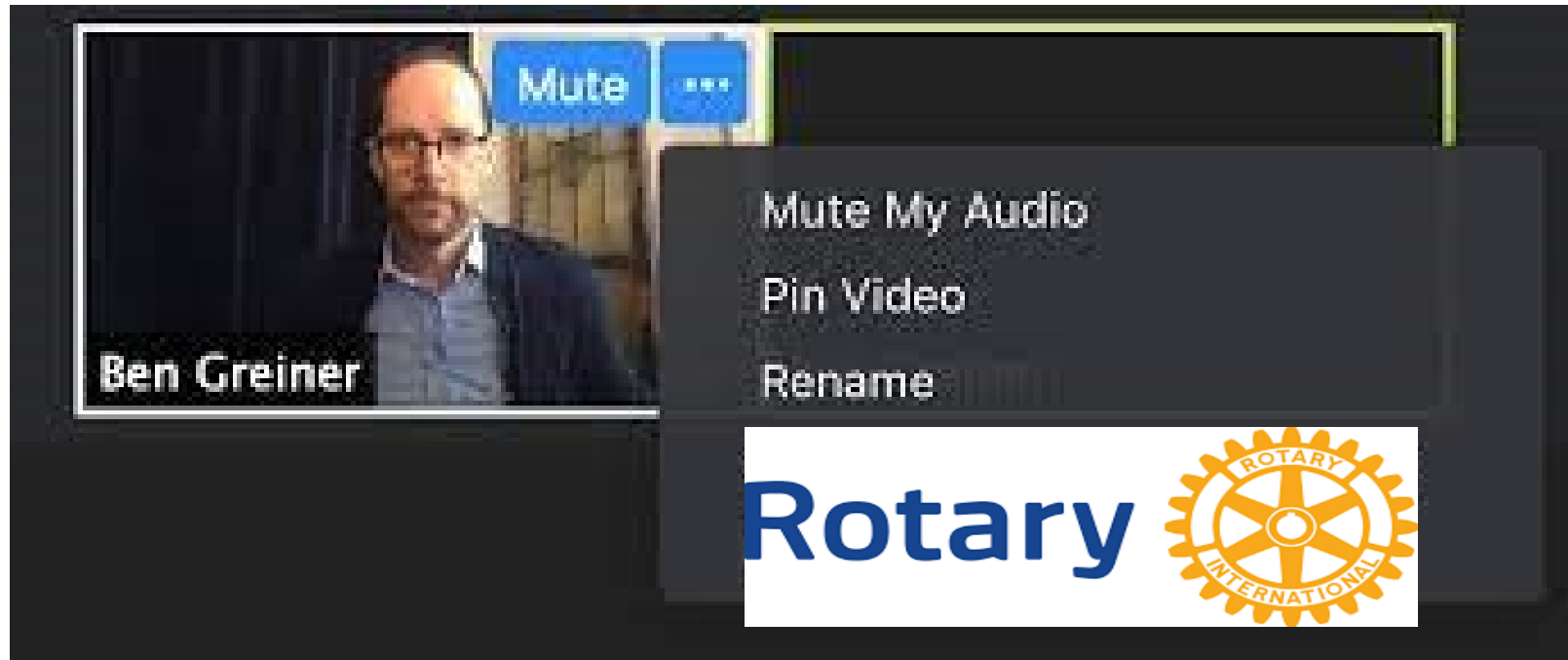
WELCOME

District 5060

Facilitator Training



Introductions - Please rename yourself!



Right click on your own picture

First name, last name, city, state/province

Let's Set The Stage

- **Admin: Washrooms, etc**
- **Workshop Etiquette**
- **Today's agenda**
- **Facilitation process**
 - **Raise hands**
 - **I will let you know order**



Sample Etiquette Poster

Please Workshop Etiquette Poster:

Shut off cell phones

- **Respect everyone in the room**
- **No side conversations**
- **Everyone participate**
- **There are no wrong answers**



Let's Set the Stage - on Zoom

Admin:

- Breaks, etc
- Today's agenda
- Overview of Zoom controls
- Facilitation process (on Zoom, raise hand)
- Workshop Etiquette



Zoom Etiquette Poster

Please

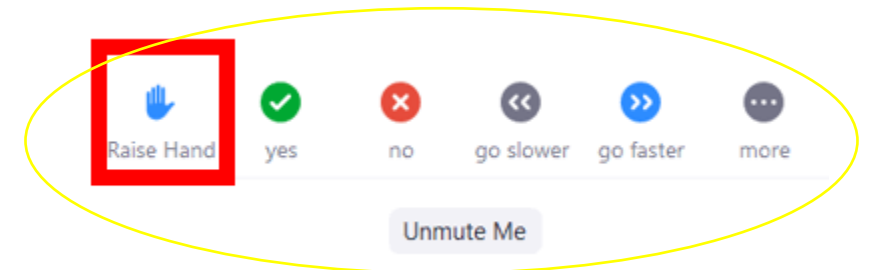
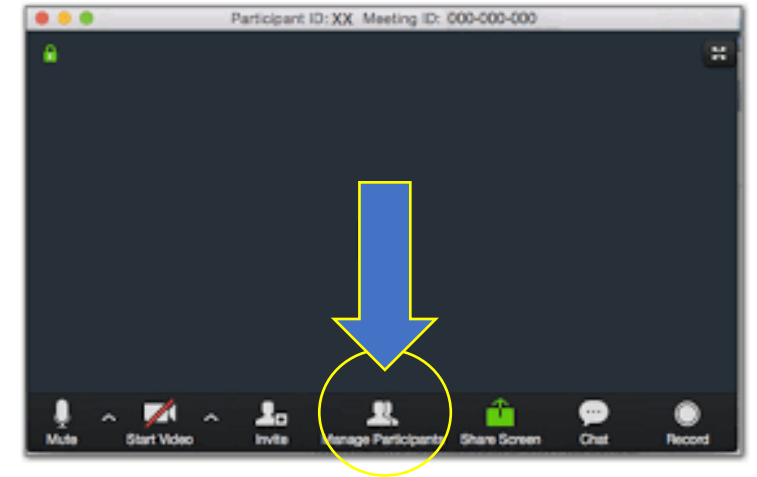
Workshop Etiquette:

- Turn on Video!
- Respect everyone in the room
- There are no wrong answers
- Everyone participate
- Chat
- Use raise hand
- Find a quiet room, unmute



Helpful Buttons on Zoom

- Open participant window
- Raise the Hand
 - When raised, name rises to top
- Pin
- Chat



Participant Screen on Zoom



Finding Raised Hand on Zoom

Speaker View

Participant 3

Participant 1

Participant 4

Participant 2

Participants (4)

- P1 Participant 1 (Host, me)
- P2 Participant 2 (Guest)
- P3 Participant 3
- P4 Participant 4 (Guest)

Participants (2)

- JG Jan Geissler (Me)
- P Patvocates (Host)

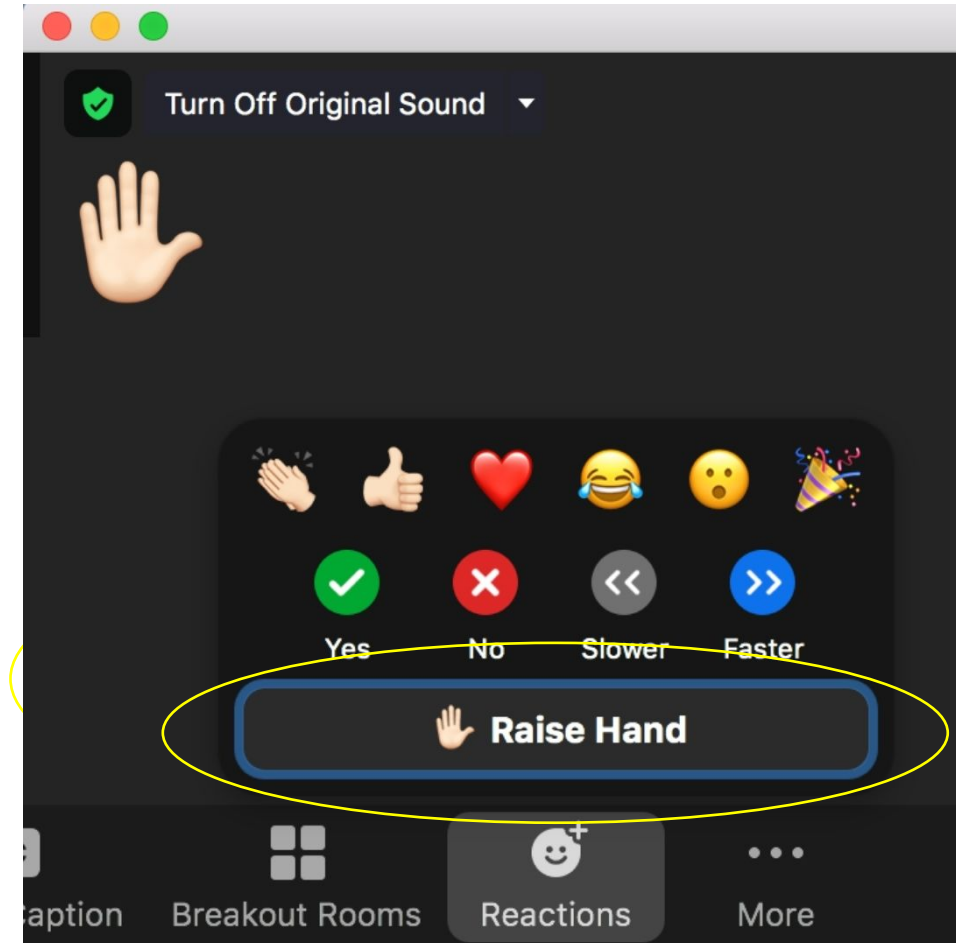
Raise Hand

yes no go slower go faster more

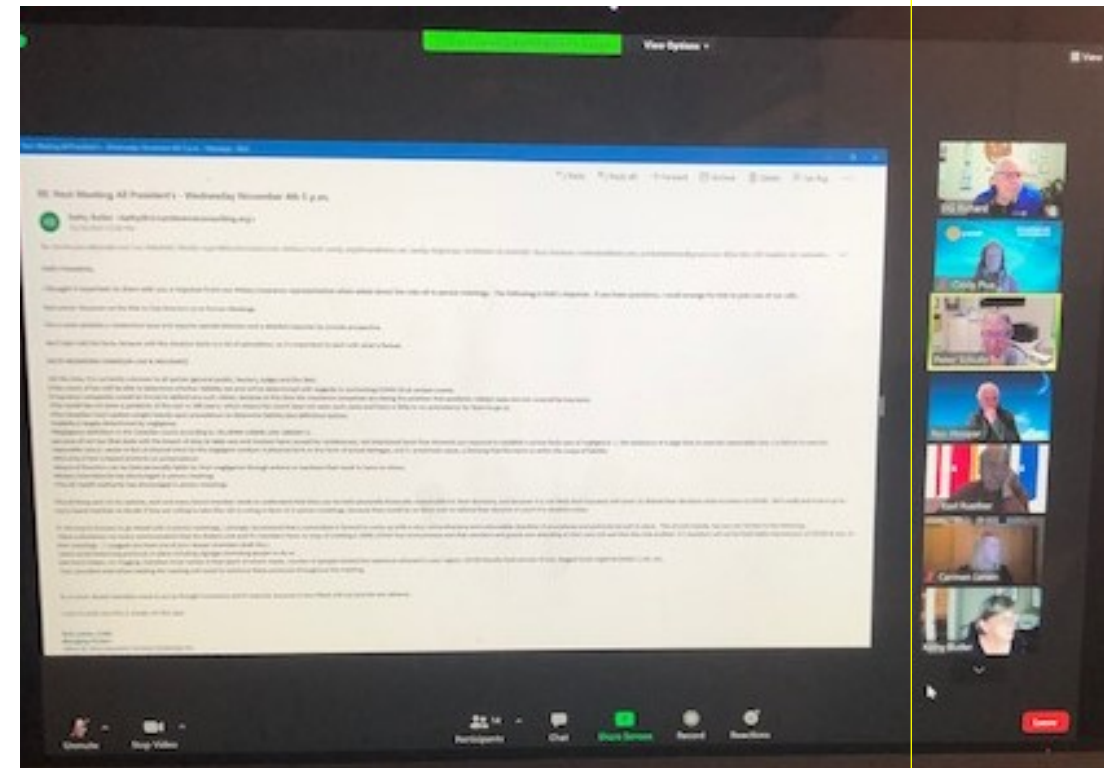
Mute Stop Video Security Participants 4 Share Screen Reactions More End

Helpful Buttons on Zoom

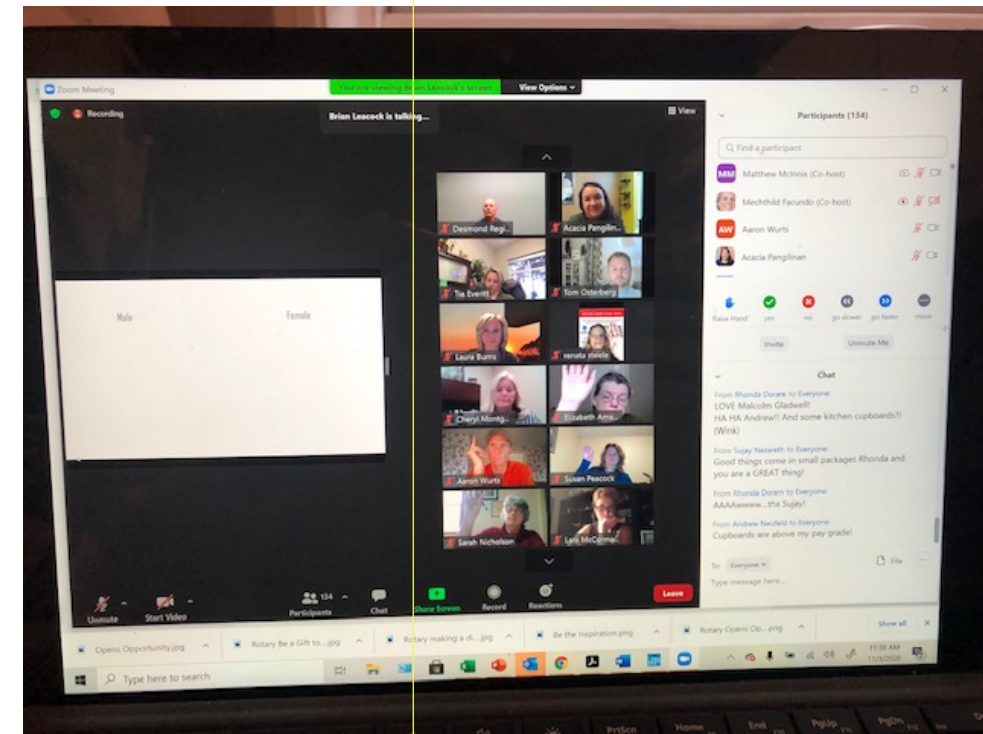
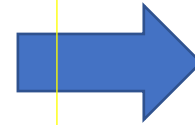
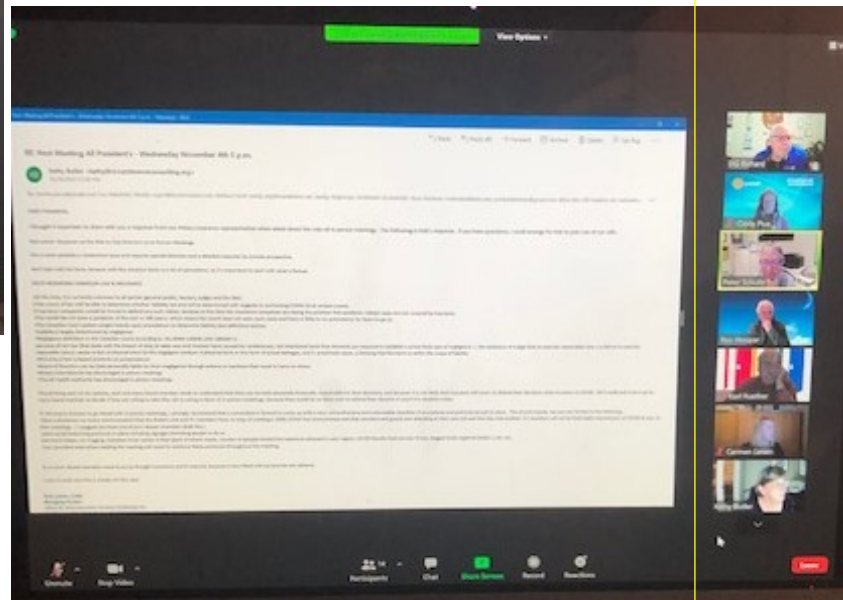
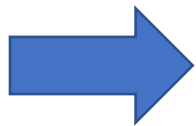
- Open reactions
- Bottom panel under emotions
- Raise the Hand
 - When raised, name rises to top
 - So does your “window” or picture
 - PS Don’t forget to lower it



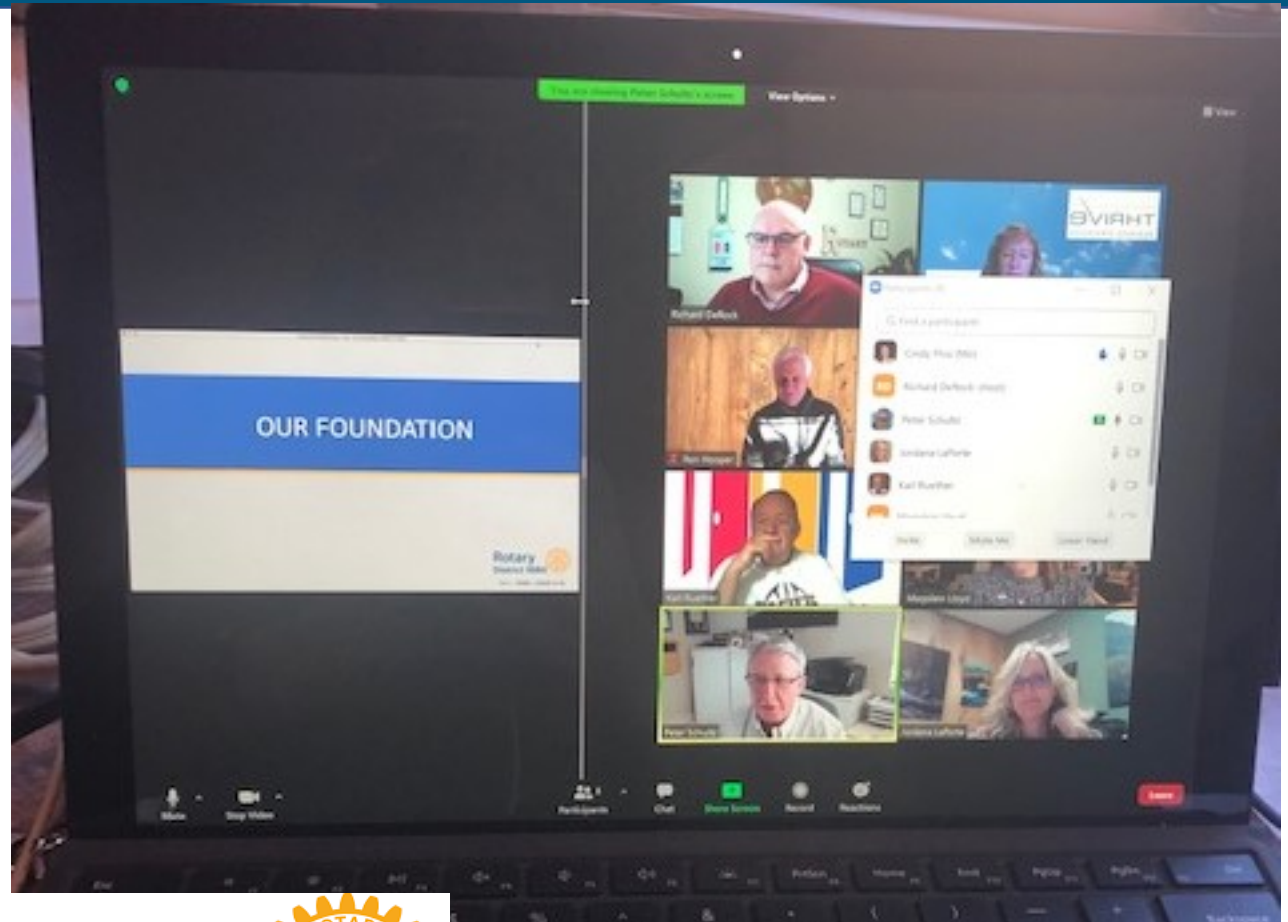
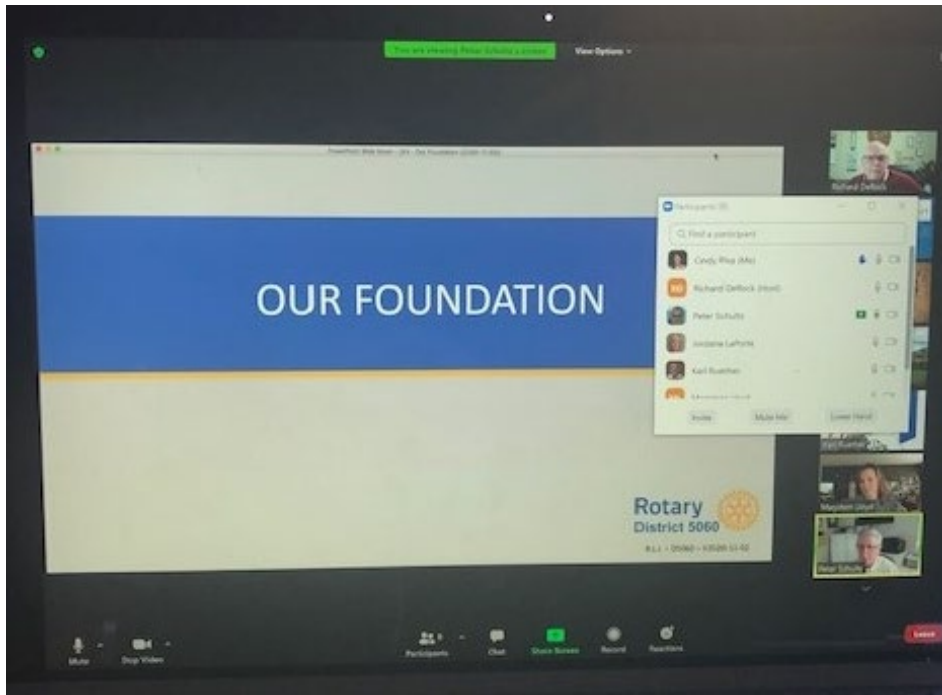
Facilitation Screen on Zoom



Facilitation Screen on Zoom



Facilitation Screen on Zoom



Facilitation Screen on Zoom



This workshop is for you

**Introduce yourself, your club/city, and 30 seconds
on why you'd like to learn how to facilitate?**



Tell me and I
forget. Teach me
and I **remember.**
Involve me and I
learn.

~ Benjamin Franklin

Key outcomes from this training

- Understand the difference between facilitation, lecturing, teaching, and speaking, in person and virtually
- Understand how to make a room, and a virtual room, “safe”
- Understand the basic skills you need in order to facilitate effectively
- Learn how to draw information from people
- Understand how to help everyone **learn** rather than see and hear what you have to say
- Hands-on practice facilitating



What is the difference between
Facilitating, Teaching, Lecturing, and
Speaking?



Definition of facilitation:



The definition of *facilitate* is to make (an action or process) easy or easier.

A Facilitator is a person or thing that makes an action or process easy or easier.

"a true educator acts as a facilitator of learning"

****Dictionary.com**

Why is facilitating important?



Adult Learning

Key to adult learning
is not just hearing
and seeing but also
doing =
Experiential learning



The purpose of adult education is to help them to learn, not to teach them all you know and thus stop them from learning.

Carl R. Rogers

Facilitation Basics Overview:



- 1. Set the Ground Rules (or Stage)**
- 2. Establish a Safe Environment**
- 3. Learn the Characteristics of a great facilitator**
- 4. Learn Facilitation “Basics”**
- 5. Learn Facilitation Skills**
- 6. Guide Conversation**
- 7. Guide Participants**
- 8. Learn how to deal with every situation**

Facilitation Basics:



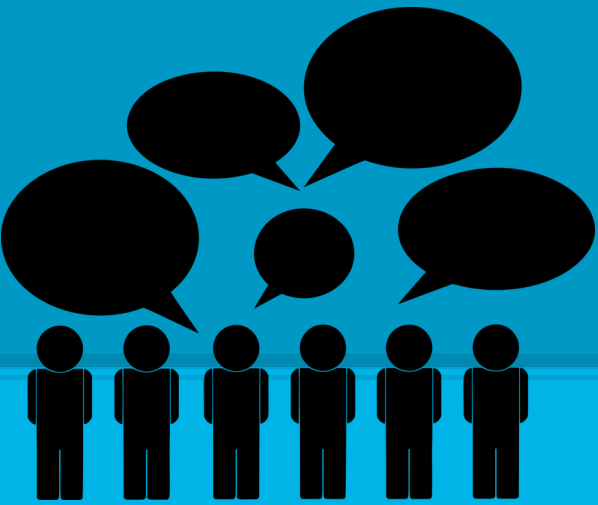
1. Set the Stage

- **Admin**
- **Workshop Etiquette** (or ground rules)
- **Outline the agenda** – ie start at 9, break at 10:30 lunch at 12:15, end at 2
- **Process**

Please raise your hand (even on Zoom) when you have a question or comment – I will tell you what order I will get to you in if more than one at a time

BREAKOUT #1

Practice Setting the Stage



8 minutes total



Go “Around the Room”
Everyone has 1 minute to
practice “Setting the Stage”
One person timing



Set the Stage

- Admin
- Etiquette
- Agenda
- Process

The background features three overlapping circles in shades of blue and light blue. A horizontal band of light gray color runs across the middle of the image, containing the word "DEBRIEF" in a dark blue, sans-serif font.

DEBRIEF

Facilitation Basics:



2. Establish a Safe Environment

- Every idea is a good one
- Participation from everyone
- No one is going to be ridiculed, nor “picked on”
- Keep the conversations positive
- Key to adult learning is not just hearing and seeing but also doing, thus we include relevant activities

Facilitation Basics:

3. Characteristics of a Great Facilitator

- Guide
- Neutral – don't express opinions
- Trust the room – find the answer
- Facilitate knowledge
- Like a great coach – doesn't make a play
 - But encourages, inspires, motivates, teaches
 - Helps their team learn, improve, and excel!



Facilitation Basics:

4. Skills of a Great Facilitator

- Listen authentically to each participant
- Ask probing questions
- Get participants to share
- Get group involved and to solve problems
- Manage conflict – to be a calming influence
- Manage participation – involve everyone in some way

*The biggest enemy to
LEARNing is the talking
teacher.*



John Holt

Facilitation Basics:



5. Guide Conversation and the Process

- Accept others and ideas
- When asked a question, instead of giving a direct answer, find the “answer in the room”
- Empathize (discuss)
- Invisibly guide
- **Manage the clock**
- Keep flow and focus

Facilitation Basics:



6. Guide Participants

- Keep eye contact (virtually, look at camera)
- Use open palms in person
- Avoid pointing, especially at people
- Smile
- Keep the conversation phrasing positive
- When several ideas come up at once and everyone wants to say something, how do you proceed?

Facilitation Basics:

7. Successfully facilitate

- Trust and respect the group
- Use names when you can
- Have energy and enthusiasm

The right questions for the right people at the right time are at the heart of healthy group process – a top priority in effective and dynamic facilitation.” -Strachan



Facilitation Basics:

8. Important Skills:

- Protect ideas
- Be encouraging – encourage everyone
- Avoid negatives
- Be interested, not interesting
- Speak slowly, clearly
- Get them to expand or clarify their idea –
 - “Tell me more”, “What do you mean”, “Help me understand”

Facilitation Basics:



8. Continued... Important Skills:

How do you deal with the following, in person and on Zoom?

- The disruptor
- The dominator
- The argumentative
- The interrupter
- The quiet one that hasn't said a word
- Dead space...

Facilitation Basics:



8. Continued... Important Skills:

How do you deal with the following, in person and on Zoom?

- Rabbit holes and off-topic ideas
- How do you identify if it is a “rabbit hole”?
- Conflicts of any nature?
- Side-bar conversations? (in person and on chat)
- Break out’s that become loud and unruly?

Facilitation Basics:



Important Skills:

What other situations might you encounter?

Other situations?

How would you deal with them?



Facilitation for Rotary: What programs in Rotary can we use this skill for?

- **RLI**
- **Multi-Year Club Planning**
- **Club meetings**
- **Strategic Assistance**
- **Other?**

Facilitation Basics we covered today:



- 1. Set the Ground Rules (or Stage)**
- 2. Establish a Safe Environment**
- 3. Learn the Characteristics of a great facilitator**
- 4. Learn Facilitation “Basics”**
- 5. Learn Facilitation Skills**
- 6. Guide Conversation**
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