

PRACTICAL TIPS FOR FACILITATING – CHEAT SHEET
SERVICE LEARNING COMMUNITY
STUDENT FACILITATOR TRAINING
SPRING 2009

1. Outline Your Goals

Think about your long term and short term goals. What are you trying to accomplish over the course of the semester? What are you trying to accomplish over the course of this hour?

2. Be Prepared

This includes reading the assigned articles, preparing questions, watching assigned videos, collaborating with co-facilitators, knowing who is responsible for what elements of the discussion, sharing information, etc.

3. Know Your Role

What is the difference between participant and facilitator? Check your opinion at the door? Be responsible for the successes and the failures. Think about what part of this 4th hour you are responsible for, maintain group expectations, be thinking and preparing while others are talking. Look at group dynamics, identify trends in the group.

4. Communicate

Listen-Challenge-Summarize- Synthesize. Listen with an open heart, don't interrupt (there are exceptions to this rule!), encourage but don't force, promote consideration, provide clarity. Promote the "I" perspective. You are partially responsible for directing the dialogue without overly influencing it. Ask promoting questions, make connections between people's comments, and reflect back comments that get lost but are valuable.

5. Affirm

Acknowledge those that have provided and shared with the group. Provide specific and timely feedback that encourages positive contributions.

6. Wrap Up

Find closure to your discussion. Address outstanding issues; respond to student needs and feelings.

Special Circumstances

1. Dominant Communicator
2. Negative Nancy
3. One person whom no one agrees with
4. Outcast
5. Working through awkward moments
6. You disagree entirely with the course of the discussion
7. Jump starting a quiet group

