

FACILITATION TIP SHEET

SKILLS	DESCRIPTION	EXAMPLES
Attending	<ul style="list-style-type: none"> Nonverbal and verbal behaviors that convey empathy, respect, and authenticity 	<ul style="list-style-type: none"> Eye contact Body position Paraphrasing
Active Listening	<ul style="list-style-type: none"> Listening to our own thoughts Listening to what the other person is saying Listening to what is not being said 	
Dig Deeper	<ul style="list-style-type: none"> Create space for exploration Lower risk of potential judgment 	<ul style="list-style-type: none"> <i>I wonder what is holding you back?</i>
Clarify	<ul style="list-style-type: none"> Ask the other person to clarify what they are saying 	<ul style="list-style-type: none"> <i>Can you help me understand exactly what you mean?</i>
Open-Ended Questions	<ul style="list-style-type: none"> Broaden the scope of discussion Lead to introspection Invite creativity 	<ul style="list-style-type: none"> <i>Tell me more about...</i> <i>What is important to you?</i> <i>What are the possibilities?</i>
Acknowledgement	<ul style="list-style-type: none"> Make the other person feel seen or heard 	<ul style="list-style-type: none"> <i>That's a great insight! I appreciate your taking the initiative to have this conversation</i>
Self-Disclosure	<ul style="list-style-type: none"> Create an open space for the other person to express thoughts or feelings about high-stakes topics 	<ul style="list-style-type: none"> <i>I know what you mean when you say....</i> <i>Your situation is different from mine, but I can just imagine how...</i>
Increase the Pace	<ul style="list-style-type: none"> Energize a discussion by increasing the pace 	<ul style="list-style-type: none"> <i>Here's a challenge for you. For the next two minutes, let's see how many ways you can think of to...</i> Ask students to stand up and move around or raise their hand to do a quick poll
Articulation	<ul style="list-style-type: none"> Tell the group what you have heard Illuminate something group member may not realize 	<ul style="list-style-type: none"> <i>It sounds like you are frustrated you were asked to lead this activity</i> <i>So, what I hear you saying is that we need to move slowly.</i>
Consolidation	<ul style="list-style-type: none"> Connect ideas Offer a summary of the discussion with the intent to move it forward 	<ul style="list-style-type: none"> <i>I have noted four major concerns. These are [...] Have I missed anything?</i>
Reframing	<ul style="list-style-type: none"> Help group member(s) view a problem from a different perspective to find a creative solution 	<ul style="list-style-type: none"> <i>I wonder if there's another way to look at this?</i>

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Managing Tension	<ul style="list-style-type: none"> • Mediate difference of opinion between participants and relieve any tensions that may be brewing 	<ul style="list-style-type: none"> • <i>I think that Sara and Chris are not really disagreeing with each other but are just bringing out two different sides of this issue.</i> • <i>It feels like this a difficult topic. Where do we want to go with this?</i>
Challenge	<ul style="list-style-type: none"> • Clarify, examine, and challenges ideas 	<ul style="list-style-type: none"> • <i>Can I challenge you to focus on what might make a difference? What can you think of?</i> • <i>I can see where you are coming from, but I'm not sure that what you are describing is always the case. Has anyone else had an experience that is different from this?</i>
Request	<ul style="list-style-type: none"> • Clear, specific and direct • Include a specific action 	<ul style="list-style-type: none"> • <i>Will you let me know by the end of the week?</i> • <i>Will you find some time to do this tomorrow?</i>
Accountability	<ul style="list-style-type: none"> • Judgment-free • Includes conditions for completion 	<ul style="list-style-type: none"> • <i>What will you do next?</i> • <i>By when will?</i> • <i>How will I know that you...</i>
Giving Advice	<ul style="list-style-type: none"> • Your advice can be helpful when an extra push is needed to improve a particular situation 	<ul style="list-style-type: none"> • <i>If I were in your shoes, one thing I might consider is...</i>

**Adapted from Facilitation Skills handout prepared by Fiona Kanagasingam in CIPE (AY 2014-15)*