



TIPS FOR FACILITATION

When a group member or members...	Good facilitators...
...are having a difficult time understanding.	...ask speakers to speak more slowly or rephrase in a different way. Repeat comments as necessary and check group comprehension.
...are having a difficult time being understood.	...ask for clarification, examples, or illustrations of points. Encourage rephrasing and summarizing, asking "Is this an example of what you mean?" or similar questions.
...do not contribute or are hesitant to contribute to the discussion.	...don't put people on the spot or 'force' participation. Suggest or provide opportunities for talking in pairs, threes, or small groups for periods of time.
...dominate the conversation.	...ask the rest of the group for ideas or comments. Acknowledge the person's contributions and invite others to respond.
...make comments that are culturally offensive or offend others.	...don't ignore the situation. Have one on one conversations when appropriate. Explain why comments are offensive and clarify group norms.
...go off topic.	...ask for summaries of what's been said so far and ask what more needs to be discussed.
...feel uncomfortable speaking in front of the group.	...break into small groups, pairs, etc., with clear discussion questions. Consider using buddies or having pairs discuss answers before sharing out.