**Facilitation Skills**

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| **TOOL** | **What is this skill?** | **When and how would you use it?** |  |
| Paraphrasing | Using your own words to sum up the thoughts of a participant | Shows that you are hearing people, keeps things moving along |  |
| Drawing people out | Helps a quieter group member express themselves, clarifies that person’s perspectives | Allows all voices to be heard |  |
| Mirroring | Facilitator uses the speaker’s EXACT words, says them back | Establishes trust; shows that you are hearing people; can also slow things down if the pace of the meeting had gotten too fast/furious or of tensions were escalating |  |
| Gathering ideas | When you brainstorm or make a list of all possible approaches | Opens up a discussion by collecting all the different possible ways we could go, judgment is temporarily suspended while we consider all ideas |  |
| Stacking | Put people in order in which they raised their hands to speak | Assures people that they will get their turn, can maintain order in the meeting |  |
| Tracking | Keeping track of multiple conversations, threads or sub-topics | Lets group know that you know there are a number of things to be discussed, & that you have a plan for a logical order for them all. Helps everyone stay on the same topic, at the same time.  |  |
| Encouraging | Is a general invitation to all people, by the facilitator, to participate & have their voices heard  | Attempts to hear from all people, not just most brave or vocal.  |  |
| Balancing | Calls for other perspectives that are not yet being heard | Can say, “I am hearing from a lot of folks on this side of the room. Are there any in that back corner who have an opinion on this?” |  |
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| **TOOL** | **What is this skill?** | **When and how would you use it?** |  |
| Listening for common ground | Summarize & re-state the points that people DO agree on | Intervene if there is polarization; help create peace by pointing out points of agreement |  |
| Using the clock | Encourage people to self-facilitate & be concise, by pointing out how much time is left; or, encourage people to take their time & do their best thinking, if there is ample time | Striving for balance & efficiency in the group’s decision-making process, Encouraging the group to take its time & do its best thinking |  |
| Playing devil’s advocate | Intentionally speaking, as facilitator, as though you hold the opposite opinion or perspective | Slows down decision-making, Encourages group to broaden their thinking & explore a topic from the opposite perspective from that which seems to be gaining momentum as the most popular route |  |
| Asking for prior knowledge | We also call this “getting to baseline” in INVST: asking, “What do we already know about this topic, or what has already been decided that we don’t have to go back & re-do?” | Keeps the group moving always forward & prevents you from having to re-do what you already did do |  |
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