

## Tips for PD facilitation

### Setting up the climate

1. Choose an informal or familiar setting for participants
2. Create a congenial atmosphere by using jokes, casual conversation and small talk to make people feel comfortable
3. Introduction: Make sure everybody knows everybody
4. Be relaxed, direct and confident

### Explaining the purpose of the meeting/activity

Sample statements such as:

*“We are here together because of our common concern about.....”. “ We, facilitators, are here to learn from you about your experience with (issue/problem)..... so that TOGETHER we can address it”.*

Present the PD Concept in the context of a specific problem: *“We would like to invite you to address this problem by looking and discovering solutions from within our own (organization, s, department, units, etc...).*

### Facilitator non-verbal behavior

- Maintain eye contact with everyone as you speak
- **PRACTICE ACTIVE LISTENING: nodding, smiling, showing interest.** Listen carefully and show interest in participants’ responses and exchange
- Be observant and notice participants’ level of comfort or discomfort
- **Sit in the group**, not higher or away from the group
- **USE SILENCE: 2 minutes silent pose after asking a question** to let participants fill the space.

### Facilitator verbal behavior

- Be sure participants talk more than you do and exchange among themselves
- Refrain for answering questions that have not been asked
- Refrain from making suggestions, giving advice unless specifically asked
- Ask open-ended questions with “What, how, what if, “
- Invite participants to tell their story or share their experience with the issue at hand
- Share relevant personal experience with participants to make them feel comfortable and develop trust by evoking feelings, beliefs, needs and own vulnerability
- Let the conversation guide the group
- Use humor or generate laughter to create an atmosphere of trust

**Encourage everyone to participate in the discussion by:**

- Acknowledging individual's willingness to talk, even if the statement is incorrect, beside the point, by saying: "this is interesting....that's a good question, I never thought of it this way..."
- Not answering questions from the group yourself, but asking other participants to answer them
- Ensuring that everyone can voice their ideas or opinion
- No letting one person dominate the discussion : acknowledging that person's contribution to the group but stressing the need to learn and hear from EVERYONE

**Quote participants ideas, remarks and opinion to:**

- Single out ideas from participants
- Summarize ideas, suggested solutions, and opinion from the group
- Broaden the discussion
- Let people know that you listened carefully to what they said

**Closure**

Summarize what has been said, next steps or action agreed upon including tasks and who is responsible for them.

Emphasize contribution from the group

Thanks & relate the activity to the larger PD project