

Master Family & Consumer Sciences Volunteer Program

Toolkit for Volunteer Development

www.masterFCSvolunteerprogram.info



Facilitation Skills

Lesson Objectives

After participation in this lesson, you will be able to:

- Characterize differing roles of a facilitator
- Identify skills for assisting groups to work together productively
- Decipher techniques to deal with people in difficult and compromising situations and topics



Volunteer Facilitation Roles

Facilitators:

- Ensure participation of the group
- Diminish bias and discrimination
- Empower a team
- Identify pathways to meet goals



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Facilitator



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Why are facilitators important?



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Meetings

- Share information
- Make decisions
- Solve problems
- Gather ideas
- Learn from each other



Multitasking in Facilitation

Communication

Observation

Encourage participation

Respect and Fairness



Consistency and Flexibility

Enthusiasm

Assertion



Characteristics of Effective Facilitators



Communication Skills

- Communicate clearly and concisely
- Body language
- Eye contact
- Active listening



Characteristics of Effective Facilitators

Good Observer



Characteristics of Effective Facilitators



Encourage Participation



Characteristics of Effective Facilitators



Treat people fairly
and with respect

Make people feel
comfortable



Characteristics of Effective Facilitators



Be Consistent & Flexible

Be Enthusiastic



Be Assertive

Responsibilities of Facilitators



**Meeting
Agendas &
Minutes**



Responsibilities of Facilitators



Be Prepared

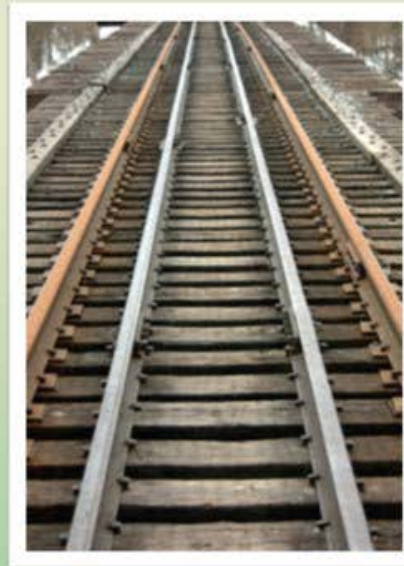


Responsibilities of Facilitators



Set Ground Rules

Guide Group and
Keep on Track



Facilitating a Meeting

- Welcome
- Introductions
- Ice breaker
- Meeting content
- Status Check/Debrief



Facilitating a Meeting

- Assign a recorder
- Develop ground rules
- Review agenda
- Review minutes
- Conduct business
- Record data



Facilitating a Meeting

- Time oriented
- Review decisions
- Assignments
- Next meeting date, time, location



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Possible Challenges



Decrease Side Conversations



Possible Challenges

Never Ending
Discussion



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Possible Challenges



Conflict Within
the Group



Possible Challenges



Returning Late from Breaks



Possible Challenges



Silence

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Facilitator Roles Change



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In Review



Effective Meeting or Outcome



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