

FACILITATING SKILLS FOR TRAINORS



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FACILITATION SKILLS

- In training sessions and other facilitated group activities, trainers/facilitators are responsible for managing communication between and among group members
- Skills trainers should possess:
 - Paraphrasing
 - Summarizing
 - Question asking



PARAPHRASING

- Restating the words of the speaker and putting it into your own words
- Best way to paraphrase: listening intently to the speaker
- Use beginning phrases:
 - “You are saying...”
 - “In other words...”
 - “I gather that...”



PARAPHRASING

- Example
 - Participant: “It seems that the basic problem is that some of the people don’t know how to use the basic management information system.”
 - Trainor: “In other words, you see the problem as lack of know-how.”

SUMMARIZING



- Purposes:
 - To pull important ideas, facts or data together
 - To establish a background for further discussion
 - To offer an overview of a topic
 - To describe common knowledge about a topic
 - To make a transition
 - To review progress
 - To check the clarity
 - To check for agreement

SUMMARIZING

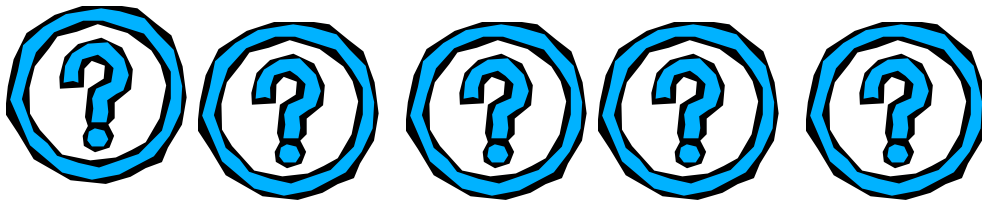
- Requirement: listening carefully
- Ensures clarity among the participants on what has transpired in a discussion sequence
- Deliberate effort of a trainor to pull together the main points contributed by persons involved in the discussion

SUMMARIZING

- Example
 - After Glenn has talked for 3-4 minutes, summarized as follows:
 - “In talking about this issue, we have come up with three main points...”

QUESTION ASKING

- Two ways to ask questions:
 - Closed questions
 - Open-ended questions



QUESTION ASKING

- Closed questions
 - With precise, short answers
 - Answered with one word
 - Example:
 - Trainor: “Do you think that recommendation will work?”
 - Participant: “No.”

QUESTION ASKING

- Open-ended questions
 - Requires elaboration
 - Use starter words such as how, what, why
 - Example:
 - Trainor- “What did you like about the recommendation?”
 - Participant- “I think its is very good strategy for resolving the issue, one that can be implemented without expending a lot of resources”

QUESTION ASKING

- How to encourage audience to ask questions
 - Step toward the audience
 - Raise a hand
 - Ask “ Does anyone have questions for me?”
“What questions do you have?”
 - Pause long enough after asking for questions

QUESTION AND ANSWER TECHNIQUES

- How to listen to questions
 - Wait until the questions has finished
 - Watch the person who is asking the question
 - Focus on the question and listen carefully
 - Keep your hands in a neutral position, arms at your side, fingers open

QUESTION AND ANSWER TECHNIQUES

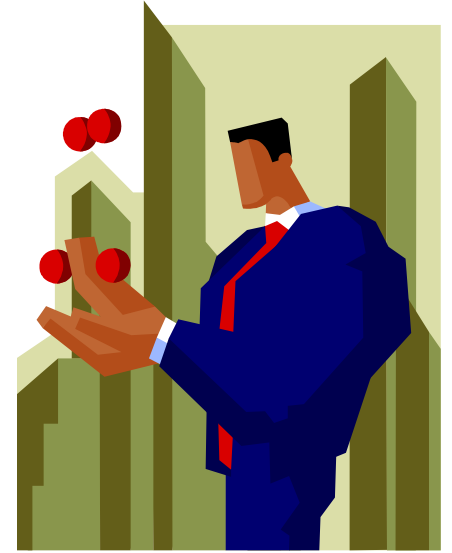
- How to answer questions
 - Prepare for questions
 - Don't preface the answer
 - Clarify
 - Amplify
 - Maintain style
 - Be honest
 - Involve the whole audience in the answer
 - Keep answers to the point



OTHER FACILITATION SKILLS

- Nodding one's head
- Picking up on last word or two of someone else's statement
- Repeating a sentence or part of it
- Asking someone to say more about...
- Maintaining eye contact, open body position

PRESENTATION TIPS



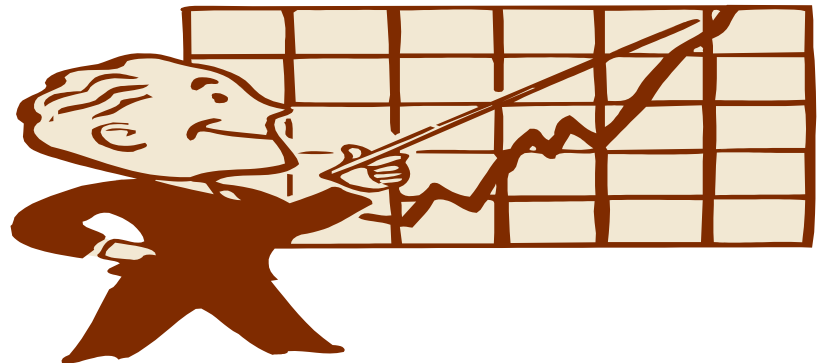
- Posture
 - Keep posture erect but relaxed
 - Distribute weight evenly on both hips
- Movement
 - When using a lectern, move to the side or front of the lectern to get nearer the audience
 - Technique may not be practical in a formal setting

PRESENTATION TIPS

- Movement
 - When not using lectern, stay within 4-8 feet of the front row
 - For emphasis and enhancement of presentation: step occasionally to either side or half a step forward the audience
 - Stay close, stay direct, and stay involved with the audience

PRESENTATION TIPS

- Shoulder orientation
 - Keep shoulders oriented toward the audience
 - When using visual aids, angle away from the audience but not be more than 45 degrees
 - Eye contact with the audience is necessary before speaking



PRESENTATION TIPS

- Gestures
 - Use natural gestures; as if you were having an animated conversation with a friend
 - Avoid distracting gestures like
 - Keeping hands in the pockets
 - Handcuffed hands behind the back
 - Keeping arms crossed
 - Arms in fig leaf position
 - Wringing hands nervously

PRESENTATION TIPS



- Purpose of eye contact:
 - To open channel of communication between people
 - To help establish and build rapport
 - To involve the audience in the presentation
 - To help relax the speaker by connecting the speaker to the audience

PRESENTATION TIPS

- Eye contact
 - Rule of thumb: 1-3 seconds per person
 - Focus on one person, not long enough to make the individual feel uncomfortable but long enough to pull him or her into your presentation
 - If group is too large, make eye contact with individuals in different parts of the room

PRESENTATION TIPS

- Using your voice
 - Problems
 - Monotone – usually caused by anxiety
 - Need to relax and release tension; loosen the muscles and breathe normally
 - Talking too fast – more than the average rate of speech (125 words per minute)
 - Pause during a presentation when you trip over words

PRESENTATION TIPS

- Using your voice
 - Problems with volume



- Too soft
 - Detect by speaking and asking feedback from someone sitting in front and from the other against the back wall
- Too loud
 - Consistently loud: hearing loss
 - Detect by trying the same exercise but this time, with a different objective