
GENERAL GUIDE FOR FACILITATING A WORKSHOP

I. PRESENTATION AND PUBLIC SPEAKING

WORKSHOP PREPARATION:

1. Prepare what you are going to say
 - ☆ Use an outline (don't write out everything word-for-word)
2. Organize your presentation
 - ☆ Use of handouts
 - ☆ Flip chart
 - ☆ Times for each topic on the agenda
3. Practice your presentation

DOs AND DON'Ts DURING THE WORKSHOP:

1. Relax
2. Use humor
3. Interact with the audience
4. Move around
5. Use your hands, but don't be distracting
6. Keep eye contact with the audience
7. Breathe, Breathe, Breathe
8. Be aware of your voice and what you are saying, make sure you are not speaking too fast or too soft and not saying "um" or "ahh" a lot
9. Don't start talking with your back to the group
10. When you ask for input, ask the question and then wait 10 seconds before saying anything to give people a chance to think
11. Move around the room to try and engage the group (don't stand in front of the room the entire time)

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II. FACILITATION

A. TIPS FOR AND ROLES OF THE FACILITATOR

TIPS FOR THE FACILITATOR	<i>ROLES OF THE FACILITATOR</i>
<ol style="list-style-type: none"> 1. Avoid detailed decision making 2. Check back with the group to make sure they understand what you are saying 3. Be aware of your own strengths and weaknesses (ex. if you have the tendency to dominate discussions) 4. Do not use words that the group will not identify with 5. Use small groups to encourage shy individuals to participate 6. Delegate roles to the workshop participants (ex. recorder, timekeeper, etc.) 7. Have ideas ready to be brought up in case the participants run out of responses to a particular brainstorming question 	<ol style="list-style-type: none"> 1. <i>Draw out opinions and ideas of the group members</i> 2. <i>Focus on how the participants interact with each other (verbal and body-language)</i> 3. <i>Be neutral. Remember that your role is to guide the discussion, not dominate it</i> 4. <i>The facilitator does not lecture at the group for long periods of time, they draw out information from the participants</i> 5. <i>Support everyone and make them feel comfortable in participating</i> 6. <i>Follow the agenda and the timelines</i>

B. CHARACTERISTICS OF AN EFFECTIVE FACILITATOR:

- ☆ Objective and non-judgmental
- ☆ Good listener
- ☆ Sincere
- ☆ Willingness to become invisible
- ☆ Ability to guide a group discussion and create participation

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C. FACILITATOR'S CHECKLIST:

- ☆ Start on time
- ☆ Arrange the room, so the participants can easily break into discussion groups
- ☆ Do introductions
- ☆ Use icebreakers to begin the first workshop (See appendix)
- ☆ Review the agenda, objectives and ground rules of the workshop and make sure everyone is in agreement with them
- ☆ Ask the group what their expectations are for the workshop and what the facilitator can expect from the participants
- ☆ Before moving on to a new item on the agenda, summarize what was brought up
- ☆ Follow agenda timelines
- ☆ Summarize the group's progress
- ☆ Evaluate the progress of the group and revise the workshops as needed
- ☆ Provide ongoing feedback to the group

D. THE BENEFITS OF BEING AN EFFECTIVE FACILITATOR:

- ☆ The group feels that the ideas and decisions are theirs, not the facilitator's
- ☆ All participants will be involved and there won't be one person dominating the discussion
- ☆ All ideas will be recorded for workshop participants to see
- ☆ The group won't feel that they have been lectured
- ☆ The participants feel good about their contribution

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E. AN AGENDA SHOULD CONTAIN:

- ☆ Warm up activity (especially the first workshop)
 - ☆ Purpose of the meeting
 - ☆ Topics of the meeting
 - ☆ Who will be talking about each topic or leading the discussion
 - ☆ How much time each topic will take
 - ☆ Summary and review of tasks or assignment of tasks
- (Refer to sample agendas that are included in each workshop)

F. HOW TO HANDLE SPECIAL SITUATIONS:

- a. If the group strays off the subject:
 - ☆ Clarify the topic being discussed
 - ☆ Tell the group that they are discussing an important point and
 - ☆ write it down for discussion at a later time
- b. If the group is trying to reach a consensus:
 - ☆ Ask someone to summarize the group's position on the subject
 - ☆ Give dots to each participant and have a list of possible decisions on the flip chart. Ask the group to vote by placing a dot by their choice
 - ☆ Ask the group to summarize their decision
- c. If the group has lost its energy:
 - ☆ Move on to a new topic
 - ☆ Ask the group what they want to do
 - ☆ Use a participatory training technique (brainstorming, game, etc.)
 - ☆ Have the group split up into smaller groups to work on specific tasks
 - ☆ Take a break
 - ☆ Determine if more information is needed on the topic and who should get the information

G. QUESTIONS/PHRASES THAT CAN BE USED TO GUIDE A GROUP DISCUSSION

Sounds like we need more information on that topic. Who is interested in finding out more?
It is taking a while to discuss this issue. Do you think it would be a good idea to have a separate committee to work on this topic? (If they respond yes, then hand out a sign up sheet.)
What do we want to see happen?
This is an important point. Let's write it down and come back to it after we finish discussing our topic.
Let's make sure that is o.k. with the rest of the group.
How do you see the problem?

CAN ANYONE FACILITATE A MEETING?

YES!! Facilitating is an attainable skill. The best way to learn is by experience and by keeping in mind what your role is as an facilitator.

III. ENCOURAGING WORKSHOP PARTICIPATION

A. BRAINSTORMING

a. Tips for successful brainstorming session

- ☆ Everyone's input is valid and should not be questioned
- ☆ If the group is large, break it up into smaller ones to increase participation
- ☆ Have examples ready to start discussions if the group has trouble at the beginning
- ☆ Have questions ready to keep the discussion going
- ☆ Build on other people's ideas
- ☆ Do not evaluate anyone's ideas (this is an idea session, not a planning session)
- ☆ The recorder should write down all the ideas and make sure everyone can see them
- ☆ If the participants break up into smaller groups, have them report back to the larger group after they have finished brainstorming
- ☆ The facilitator should set a time limit for each brainstorming topic and give the group a couple of minutes warning before the ending time

b. Brainstorming Variations

- ☆ Pair up the participants and have them brainstorm on the same topic
- ☆ Make a list of the topics and have people write their ideas under the appropriate topic
- ☆ Have two people recording and take turns writing down ideas to speed up the process

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B. GAMES

- ☆ Use games to review with the group what was learned at the session
- ☆ Do not make the games too competitive
- ☆ Use games to get people involved and excited about the workshop
- ☆ Games can be used to decide priorities within a group

C. GROUP DISCUSSION

- ☆ Generates ideas from the group on a variety of subjects
- ☆ As a facilitator, do not give your opinions, but guide the discussion

D. SHORT LECTURE

- ☆ Give the group specific points
- ☆ Write the main points on a flip chart
- ☆ First ask the group what they know on the topic and then provide the background information

E. FACILITATE AN EXERCISE

1. Explain the purpose of the exercise and how it relates to the content
2. Give detailed instructions on the exercise. It is better to have them written, so the group can refer to them. Be specific and use action verbs: list, solve, identify, etc.
3. Break up the participants into groups. You can do this in different ways. If you want to randomly select members to each group you could by using: birthdays, hobbies, numbering participants 1-3, etc.
4. Give them a time limit and remind them when it is getting close to the end of the time.
5. Explain to the group exactly what they should report back. You could have them give a summary of what the group discussed or one or two of the main points.

IV. USING VISUALS

BENEFITS OF USING GRAPHICS/VISUALS

- ☆ They increase participation because people like seeing their ideas written down and can build off of each other's ideas
- ☆ The participants not only hear the main points, but they see them
- ☆ The recorded information serves as a record to be used to compile the results of the workshops in the future and provide it for the participants

A. HANDOUTS

- ☆ Explain the purpose of the handout
- ☆ Explain how it relates to the contents of the workshop
- ☆ Give directions on what to do with the handout
- ☆ Be available to answer questions about the handout
- ☆ When doing exercises/questions, use a handout if the content is complex and there are a lot of facts to remember
- ☆ Use it when you want participants to work on several topics at once

B. FLIP CHART

- ☆ Use colors that are visible from a far distance
- ☆ Use wide, fat markers
- ☆ Write large enough for people in the back of the room to see
- ☆ Use illustrations
- ☆ Do not use more than three colors on a flip chart
- ☆ Do not use orange or yellow to write words
- ☆ Use a cover page to cover up the information before using it
- ☆ Write the major points
- ☆ Using a flip chart helps the group to keep focused on what the discussion is about and gives the group a visual along with listening to the facilitator

V. VOLUNTEER RECRUITMENT

A. QUESTIONS TO ASK BEFORE RECRUITING VOLUNTEERS

1. What projects do we need volunteers for? What will their specific task be?
2. How much time will they need to invest?
3. How will you advertise your project?
 - ☆ Create a brochure and distribute it to libraries, public businesses and buildings, non-profit agencies, etc.
 - ☆ Create a survey of skills of neighbors and go door-to-door to find people that have the needed skills for the project
4. What are some jobs that will appeal to volunteers?
5. Where will we find the volunteers?
6. Who will benefit from this project?
7. How will we communicate with the volunteers?
(phone tree/ mailing list, etc.)
8. Think about incentives for the volunteers to commit to the project
(food, free T-shirt, stipends, feeling connected to the community, getting to know their neighbors, etc.)
9. What will you say to the possible recruits?
10. How will we give recognition to the volunteers?

B. PLACES TO RECRUIT VOLUNTEERS

- ☆ Neighbors in the area
- ☆ Neighborhood associations
- ☆ Professional associations
- ☆ Local businesses
- ☆ Faith community
- ☆ Local schools
- ☆ PTA group
- ☆ Community based organizations
- ☆ Community events (set up a booth)
- ☆ Large businesses with volunteer programs
- ☆ Volunteer centers
- ☆ Senior centers
- ☆ Pacific Bell Yellow Pages
- ☆ Community Centers
- ☆ Local schools that have community service requirements
- ☆ Community newsletters

C. OTHER IDEAS FOR VOLUNTEER RECRUITMENT

- ☆ Do targeted mailings with groups that are already involved in volunteering
(Call Infoline Sacramento at 916-498-1000 to get information about organizations that involve volunteers)
- ☆ Recruit among specialized groups (art schools, sewing groups, carpenters' unions, musicians' unions, bar associations, etc.)
- ☆ Put on an event in your neighborhood that benefits the community and at the event recruit for volunteers (Block party, potluck, music festival)
- ☆ Contact corporations and ask them to sponsor volunteers
- ☆ Advertise in church newsletters
- ☆ Kick off your recruitment drive with a catchy theme and slogan and send out a press release

D. HOW TO MAKE THE VOLUNTEERS HAPPY 😊

1. Treat the volunteer as an individual with individual needs (including amount of time commitment requested, skills and experience.)
2. Acknowledge their contribution to the effort or project and recognize them (ex. present them with a certificate of appreciation.)
3. Develop a good working relationship with the volunteer and treat them as a valuable resource and not as a commodity. Use patience, cooperation, and understanding.
4. Guide the volunteers' activities, but don't be pushy or demanding.

Note: Refer to WORKSHOP 5 for further ideas in how to go about to recruit for volunteers