

Appendix A: Facilitator Skills Checklist

Important attributes for an effective workshop facilitator:

- Listening to and understanding participants' needs
- Developing a credible trust level with participants
- Having a composed and friendly manner
- Having a sense of humor
- Being willing to learn from mistakes and experiences
- Being flexible
- Projecting confidence
- Motivating
- Presenting information in an unbiased format

Important skills for leading a successful workshop:

Organizational:

- adequate planning and preparation
- timing & sequence of tasks, activities, and discussions
- balance between paperwork and verbalizing
- clear instructions

Logistical:

- physical setting
- equipment
- materials

Discussion:

To promote group interaction and involvement -

- accepting
- supporting
- encouraging
- handling errors

To contribute to the completeness and relevancy of the subject -

- extending
- lifting
- clarifying
- time for thinking
- focusing/refocusing
- summarizing content

Those that hinder participation:

- loaded questions
- multiple questions
- rewards
- no time to think
- tone of expression

Listening:

- being an active listener, not boxed in by own preconceived notions or answers

Reading a group:

- verbal feedback - questions and comments
- non-verbal feedback - noise level, restlessness

Interactive:

- promote each individual's participation
- encourage feedback and questions
- give value to processes and techniques of involvement
- avoid teacher dependency

Stage setting:

- rational
- objectives
- application
- involvement
- time allotted

Transitional:

- summarize where group has been
- identify where group is going
- tie activities together

Summary:

- gets closure
- application of process to other learning experiences

Timing and pace:

- identified time for each task
- keep momentum
- meet needs of participants
- focus participants in a positive way

Communication:

- convey key concepts without overwhelming participants
- communicate at level of understanding