

# 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

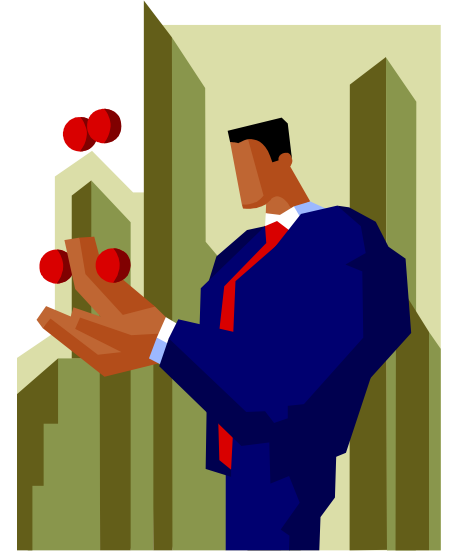
- How to answer questions
  - Prepare for questions
  - Don't preface the answer
  - Clarify
  - Amplify
  - Maintain style
  - Be honest
  - Involve the whole audience in the answer
  - Keep answers to the point



# 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



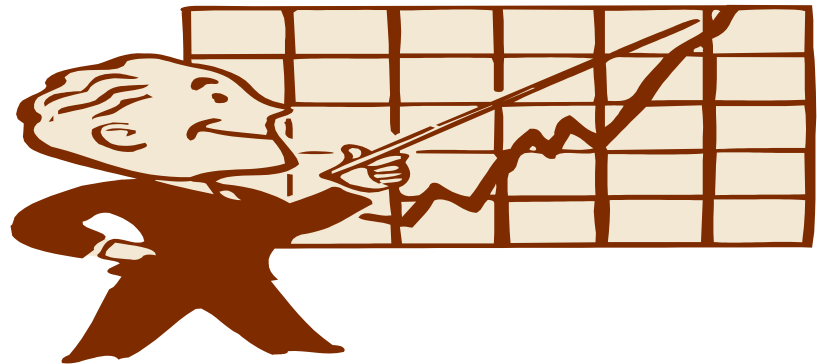
- Posture
  - Keep posture erect but relaxed
  - Distribute weight evenly on both hips
- Movement
  - When using a lectern, move to the side or front of the lectern to get nearer the audience
  - Technique may not be practical in a formal setting

# 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

