



A Facilitator accompanies & supports the Group on the learning & growing journey. He or she plans learning opportunities, sustaining an environment of trust and openness where everyone feels empowered and able to speak honestly.

### THE EFFECTIVE FACILITATOR...

- Is well prepared
- Says clearly what to expect
- Sticks to times without being driven by it
- Is positive, committed & enthusiastic
- Encourages humour and respect
- Offers encouragement, praise & recognition
- Pays attention to participant reactions, moods, and attentiveness

- Understands that people like to learn in different ways
- Stays neutral and objective
- Paraphrases continuously (good at summarising others' ideas)
- Asks good probing questions
- Asks open ended and closed questions
- Asks questions using different formats

- Encourages participation
- Makes clear and timely summaries
- Moves smoothly to new topics
- Knows when to stop
- Listens actively
- Uses good body language
- Maintains eye contact
- Ensures a variety of activities are used

### THE SIGNIFICANT DIFFERENCE BETWEEN HOW SOMEONE MIGHT LEARN IN A CLASSROOM OR WHEN PART OF A FACILITATED GROUP

#### TEACHING & CLASS

- The teacher has a formal & superior status
- The teacher has knowledge or skills to impart to others
- Often passive learning
- There is a set curriculum to be learned
- There tend to be 'right answers'

#### LEARNING SUPPORTED BY FACILITATION

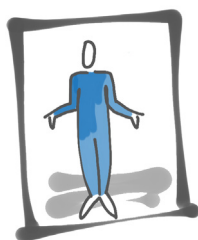
- The Facilitator & Group share equal status - mutual respect
- The Group has knowledge from which we can all learn.
- We explore actively together
- We have agreed what we want to learn or the skills we want to develop.
- There's a real exchange of views

THE GOOD FACILITATOR...

HUMBLE	SOMEONE WILLING TO LEARN FROM MISTAKES	AN UNDERSTANDING PERSON	A GOOD LISTENER
AN ENABLER	HAS A GENEROUS NATURE	DYNAMIC	IN CONTROL OF HIS/HER EMOTIONS
ACCEPTING	SENSITIVE TO THE NEEDS OF OTHERS	PATIENT	INCLUSIVE
CONFIDENT	AFFIRMING	KINDLY	MOTIVATING

FACILITATORS NOT TO BE...

- **The Drill Sergeant**—the Facilitator who is rigidly stuck on the agenda and puts the clock above content
- **The Guardian**—the Facilitator who makes certain that all conversation goes through him or her and not from participant to participant
- **The Know-it-all**—The Facilitator who always has the answer. The know-it-all can't say "I don't know."
- **The Ice Cube**—the distant and aloof Facilitator who is unwilling to personalise the experience
- **The Blabber**—the Facilitator who loves the sound of his or her own voice.
- **The Pretender**—the Facilitator who doesn't ask real questions, but only "pretense questions" that are really designed to give the Facilitator an excuse to pontificate.
- **The "I Can't Hear You" Guy**—the Facilitator who refuses to listen
- **The Marathon Man**—the Facilitator who piles activities on top of one another, doesn't allow for breaks, and ignores the need for groups to reflect on a topic or idea
- **The Parrot**—the Facilitator who relentlessly recaps information, restates ideas, and summarises the obvious
- **The Molasses Man**—the Facilitator who is painfully slow and doesn't have a feel for pacing, variety, or style
- **The Passenger**—the Facilitator who lets people talk too long and gives up the reins of facilitation,
- **The Storyteller**—the Facilitator who tells far too many stories and never really gets to the content.
- **The Centerpiece**—the Facilitator who makes himself or herself the real content of the workshop
- **The Tunnel Driver**—the Facilitator who keeps doing the same thing hour after hour



The Accompanyist wants those with whom they journey to be passionate about knowing Christ, so that they are helped to become really fully human and thus change the world through being themselves.