

DISHING UP TORONTO
Planning Document #3
Tips for Facilitation

When you are presented with a difficult situation, some of the following tips might be useful in guiding the conversation to a more open space where participants are able to share, discuss, and learn from each other.

- **Active Listening:**
 - Be aware of your body language and facial expression
 - Maintain eye contact
 - Avoid looking impatient with the current speaker
 - Summarize and restate (or paraphrase) what has been said to show that you were paying attention, and are working to understand the other person's point of view. Furthermore, this helps the rest of the group follow along with what is happening.
 - “What I hear you saying is... is that right?”
- **Asking Questions:**
 - Seek to understand others' points of view, not only for yourself, but for the whole group
 - “Can you say a little more about how you see this situation... ?”
 - “I would like to understand where you are coming from... “
- **Staying Respectful:**
 - Use a respectful tone throughout the conversation. Try to stay calm and kind, in order to reflect a desire for open and honest communication.
 - Don't interrupt, and practice active listening so that the other person feels as though they have been heard.
- **Managing Ourselves:**
 - Don't take a side. The role of the facilitator is to manage the discussion, and to ensure that everyone is heard.
 - Remain calm and steady. Getting angry will not help the situation, and could make it worse.
 - Know what will push your buttons and topics you feel strongly about ahead of time. This may help avoid being surprised by a comment, and an instinctive response.
 - Don't take remarks personally, even if they appear to be a personal attack.
- **Resources:**
 - http://aorta.coop/sites/default/files/2014_resource-zine_final.pdf
 - <http://www.racerelationspeterborough.org/sites/default/files/Anti-OppressionFacilitationWorkbook.pdf>

Facilitation Scenarios

<u>Scenario</u>	<u>Strategies for dealing with this scenario</u>
1. Someone says something racist/sexist/prejudiced. How do you address that?	
2. Someone does not like the food, and becomes very vocal about it.	
3. Someone won't stop talking during the tour.	
4. Someone is talking over the others in the group, and interrupting constantly.	

5. Someone says something rude/hateful to someone else in the group.	
6. Two people start getting into an argument over their differing points of view.	
7. "It smells in here."	