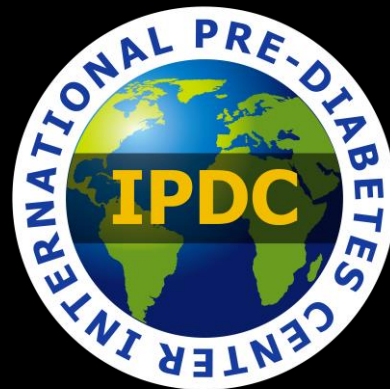


**WELLBEING:  
UMBRELLA**



**TRAINING SERIES**



# **WORKFORCE DEVELOPMENT**

**#112: CHW Group Facilitation**



A red umbrella is centered against a black background. The text "IPDC WUTS!" is written in a bold, white, sans-serif font across the middle of the umbrella's canopy.

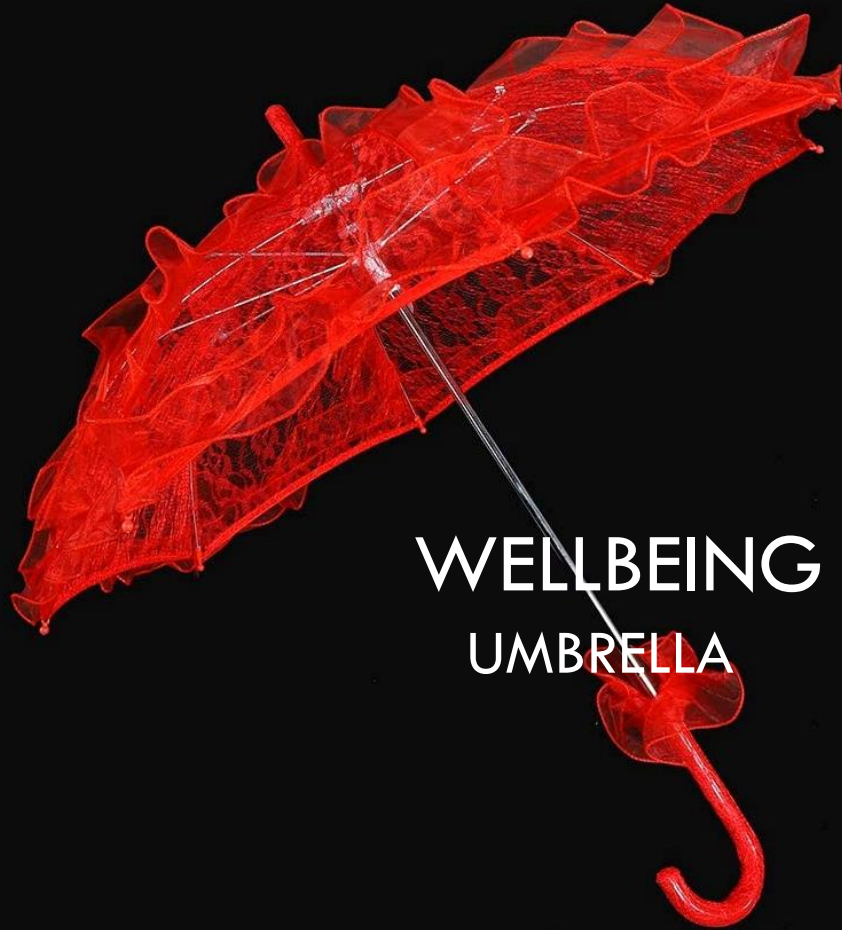
**IPDC WUTS!**

**WELLBEING  
UMBRELLA**

*Training Series*

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# Building Skills

- ❑ Group Facilitation is a learned skill
- ❑ Facilitation is making it easy for others to participate in dialogue
- ❑ It is creating a safe space for others to share their experiences





# Questions

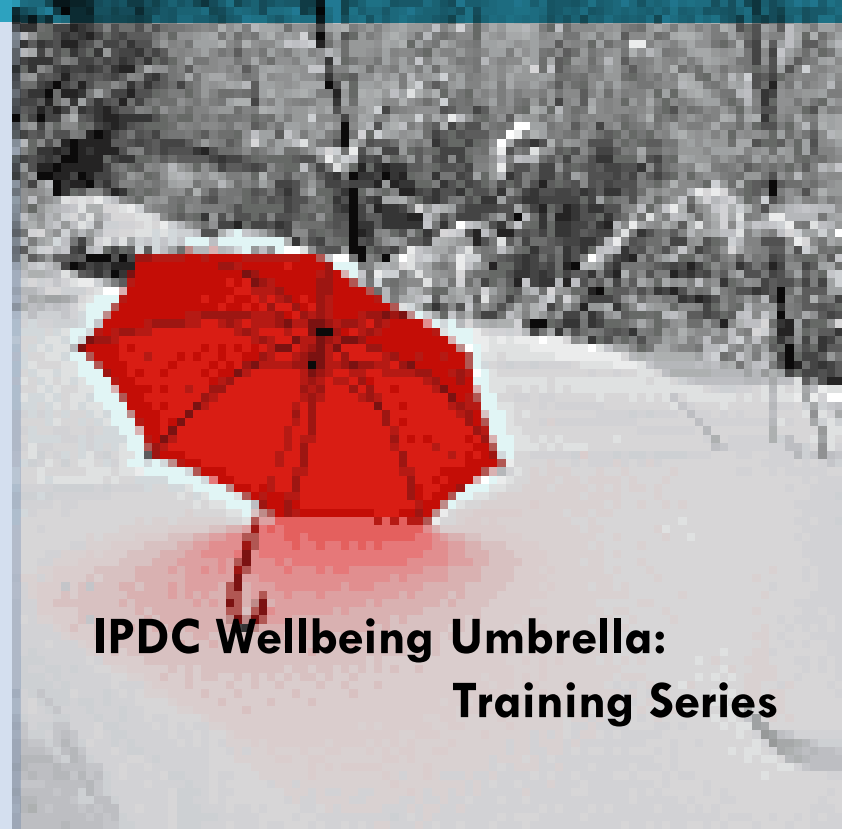
- ☐ What makes a great group facilitator?
- ☐ How do I become a better group facilitator?
- ☐ Are there key elements to group facilitation?
- ☐ Summarize Useful Facilitator Tips?



# Training Objectives

5

- ❖ To better understand group facilitation
- ❖ To build the necessary group facilitation skills
- ❖ To optimize job opportunities among SCSEP participants for community group facilitation



**IPDC Wellbeing Umbrella:  
Training Series**



# Community Health Worker (CHW) Work Force

1. Why CHW
2. Who CHW
3. When CHW
4. Where CHW
5. How CHW
6. Evidence
7. Best Practices
8. [x] Roles

9. Training
10. Enrollments
11. Resource Support
12. Coaching/Education
13. Peer Support
14. Wellness Programs
15. Quality/ Performance
16. Outcomes





## Section 8: CHW Roles

- ❑ **Group Facilitation**
- ❑ The facilitator's role is to:
- ❑ Encourage everyone's participation
- ❑ Record responses and listen for recurring themes, differences and similarities







# SECTION: 1

◆ Group  
Facilitation  
(Part A)





# Group Facilitation

## The Facilitator's Job is to:

- ❑ Make people feel comfortable
- ❑ Create an environment that allows honest open discussion
- ❑ Ensure group participation
- ❑ Your skills are key to the success of the session





# Facilitating Discussions

- ❑ **Develop Your Skills:**
- ❑ Present clear objectives in a logical sequence
- ❑ Clarify and sum up questions
- ❑ Regulate and prevent anyone from dominating the discussion
- ❑ Allow everyone to have a chance at speaking





## Facilitator Should:

- ☐ Speak slowly and clearly
- ☐ Don't impose your point of view
- ☐ Don't try to be an expert
- ☐ Keep the discussion focused
- ☐ Ensure what people say is clear and understood



# Support Group Discussions

12

- ❑ **Important Guidelines**
- ❑ Making sure that you understand what is being said
- ❑ Active Listening: is making the other person feel comfortable
- ❑ That he/she can express himself/herself without being judged







# Set The Tone For The Group

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- ❑ Always start by outlining the ground rules and time constraints
- ❑ Take care of timing and keep the environment supportive
- ❑ Ensure that discussions are productive
- ❑ Directly ask introverts for their opinion without putting them on the spot





# Group Facilitation

- ❑ **A Comfortable Environment**
- ❑ Review basic ground rules that will govern group discussions
- ❑ Group Confidentiality
- ❑ Ensuring that the group information will not be shared outside the group





# Communication

- ❑ **Body Language**
- ❑ Facilitators should be aware of body language
- ❑ Half of communication is said to be nonverbal
- ❑ We communicate using words, sounds, silence, voice, body, eyes and face





# Asking Questions

- ❑ **Use questions effectively**
- ❑ If an answer is wrong: ask questions to facilitate the correct answer
- ❑ When asked questions by the group: throw them back to the group



# Facilitate Honesty

- ❑ Never make up an answer
- ❑ Admit that you don't know and say that you will look up the answer
- ❑ Then get back to them later with the answer







# Listen: Do Not Interrupt

- **Effective Listening:**
- Interruption is a strong signal that you are not interested in what the other person is saying
- If you need to ask a question do it when the person has reached a natural pause



# Listening: Body Language

19

- ❑ Your words should align with your body language
- ❑ Show participant that you are interested, attentive and respectful
- ❑ Listen, do not interrupt, do not judge,
- ❑ Even if you disagree: withhold your judgment and negative comments



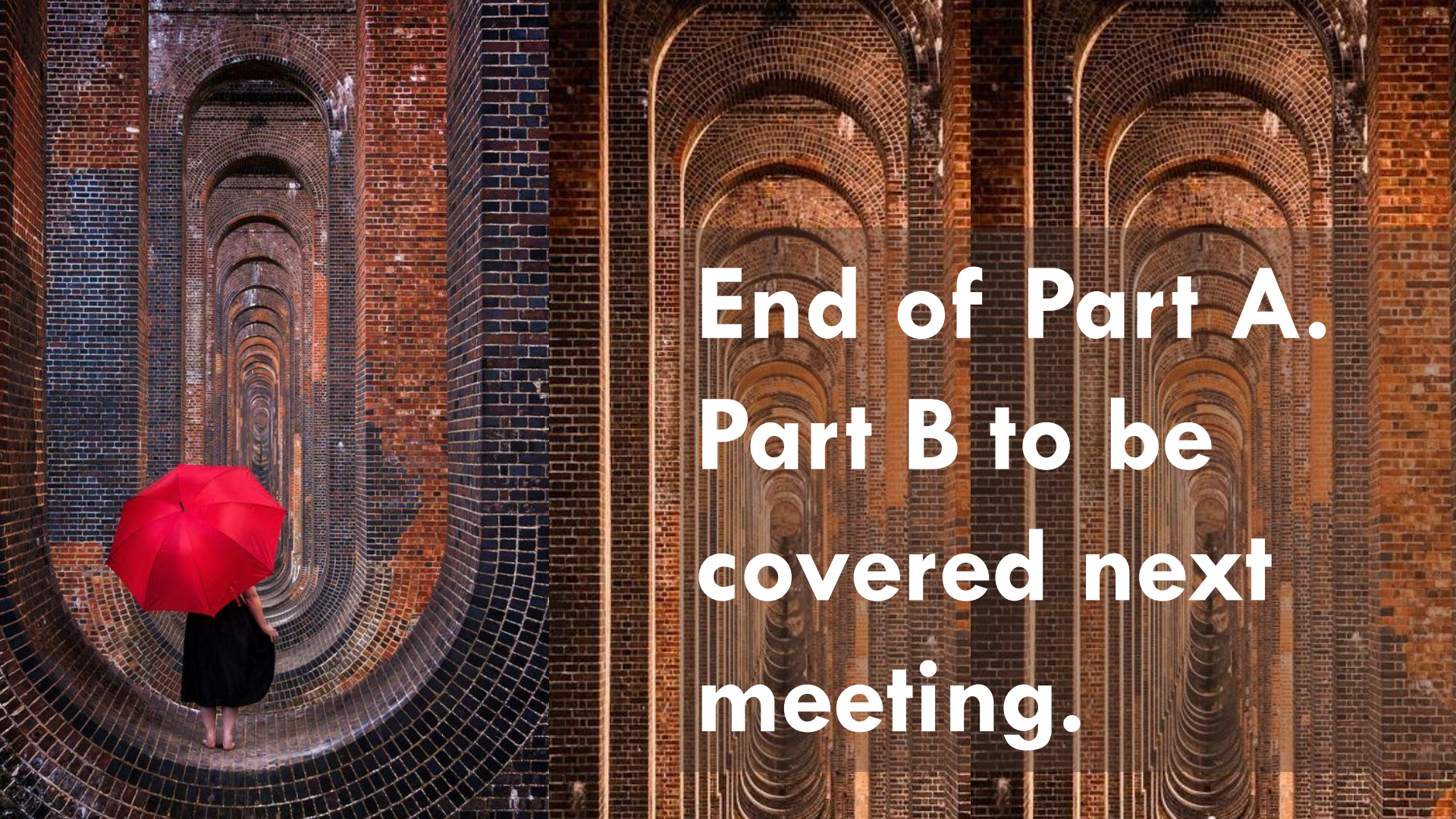




# Effective Listening: SOFTEN

- **S** = Smile
- **O** = Open posture
- **F** = Forward lean
- **T** = Togetherness
- **E** = Eye contact
- **N** = Nod





**End of Part A.  
Part B to be  
covered next  
meeting.**