

World Café

January 12, 2021

Question #1 Harvest:

What Basic Facilitation Skills Enhance Effective Client Groups? How have you developed your facilitation skills over time?

Theme 1: Engagement

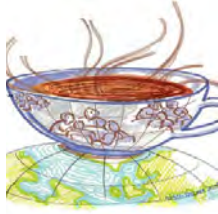
- Facilitator energy/passion level is important
- Screening clients and pre-group sessions with clients are a must
- Set Expectations and set group rules with participants
- Role Clarification
- Establish group goals, individual goals and highlight common goals
- MI Engagement Skills: listening, open-ended questions
- Ensure Safe Places
- Ice breakers to connect with one another
- Focus on building initial relationships
- Facilitator flexibility is key, especially for virtual groups

Theme 2: Modeling

- Be prepared and practice models
- Lead by example: model pro social behavior throughout programming
- Observe other facilitators to learn and grow
- Attend facilitator trainings, CoPs and practice groups to practice models and obtain feedback
- Ensure all clients perform role plays to practice the skills that are modeled
- Use real life scenarios to tie in key points of the lesson
- Call attention to common goals and tie in with the skills that are modeled and practiced

Theme 3: Other

- Be aware of personal biases
- Attend to responsibility: gender, learning style etc.
- Consider technology obstacles
- Ask for help
- Positive reinforcement for attendance, participation and graduation
- Balance individual contributions with group contributions to ensure all are heard
- Roll with resistance
- Consider client surveys for feedback
- Be aware of group dynamics
- Elicit ideas from all
- Tailor to clients



World Café

January 12, 2021

Question #2 Harvest:

What can facilitators do to help a group reach their goals (including individual goals) and improve the way they work with each other?

Virtual group considerations?

Theme 1: Engagement

- Obtain buy-in
- Raise up leaders in the group
- MI adherence is key
- Consider using breakout groups within the large cog group (encourage more participation)
- Encourage honest dialogue
- Blend EBP Skills and remain flexible
- Ice breakers can increase engagement and find common ground
- Create a team environment
- MI adherence throughout group
- Model positive behavior

Theme 2: Goal Setting

- Set goals at orientation sessions or with clients before group starts
- Focus on clear, transparent goal setting
- Have a clear group goal, not just individual goals
- Encourage clients to use skills in real world, beyond practicing in groups
- Have participants identify who they can lean on for support
- Consider client and group stages of change when setting and measuring goals

Theme 3: Responsivity

- Prep before group
- Be aware of personal biases
- Elicit ideas from all (encourage quiet participants to share)
- Tailor groups to clients
- Consider gender responsivity for engagement: males seem to engage more quickly in a virtual setting
- Be creative
- Be flexible as a facilitator based on client/group needs