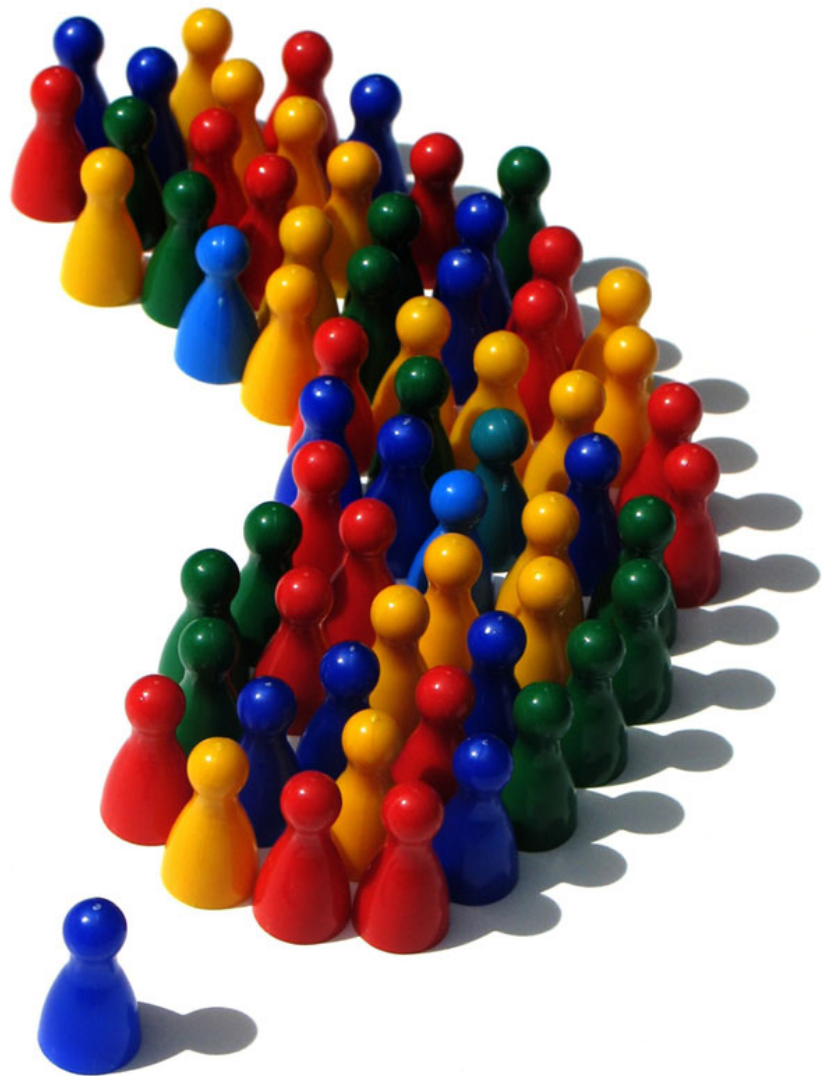


# Facilitation Techniques



An HPC Resource List

The Health Promotion Clearinghouse would like to extend a very special thank you to the many reviewers who took the time to make suggestions and additions to the draft versions of these lists.

This resource list is a work in progress. Please help us keep it up-to-date by contacting us with suggestions and/or additions.

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**For more information, please contact:**

Health Promotion Clearinghouse  
Suite 209, City Centre Atlantic  
1535 Dresden Row  
Halifax, Nova Scotia  
B3J 3T1

Telephone: (902) 494-1917 or Toll Free: 1-877-890-5094

Fax: (902) 494-3594

E-mail: [hpc@dal.ca](mailto:hpc@dal.ca)

[www.hpclearinghouse.ca](http://www.hpclearinghouse.ca)

The information contained within this resource list is intended for education and information purposes only. The information is not a substitute for professional advice. Although care has been taken in preparing the information contained in this resource list, the Health Promotion Clearinghouse (HPC) does not and cannot guarantee the accuracy thereof. All resources selected have met our quality assurance criteria; however the HPC does not endorse any of the resources listed within. Anyone using the information does so at their own risk and shall be deemed to indemnify the HPC from any and all injury or damage arising from such use. For information on our quality assurance criteria please contact HPC.



# Facilitation Techniques

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## Overview

### The Importance of Understanding Facilitation Techniques

When leading various types of groups, understanding the different facilitation techniques and which style works best with both you and your audience is important. In fact, it is one of the crucial aspects to providing a quality experience. Facilitation techniques are demonstrated in a variety of settings, some of which include: Focus groups, meetings, board development, interviewing, facilitating online groups, negotiation and conflict management, and working as part of a team. The following list includes a variety of sources for persons engaged in facilitation roles.

### What You Will Find In This Document:

Within the “Facilitation Techniques” resource list, you will find a variety of information from provincial, national and international sources on the topic of facilitation. This resource list is organized into six sections: *Overview*, *General Facilitation Information*, *Icebreakers, Energizers, etc.*, *Techniques*, *Training Opportunities*, and *Items for Purchase*. A brief description of each section is included below:

- *Overview* provides a general description of the topics represented in this resource list.
- *General Facilitation Information* includes documents that provide information on facilitating groups, meetings, online communities and more.
- *Icebreakers, Energizers, etc.* identifies web-pages and documents that provide ideas on how to engage a group and create opportunities for discussion.
- *Techniques* identifies a variety of different styles of facilitating
- *Training Opportunities* lists available opportunities to receive training in facilitation
- *Items for Purchase* lists resources related to facilitation that are available for purchase.

# General Facilitator Information



## Basic Facilitation Skills

**Author:** The Human Leadership and Development Division of the American Society for Quality, The Association for Quality and Participation, and The International Association of Facilitators

**Date:** 2002

**Source:** University of Iowa

**Description:** This document serves as an introduction to facilitation. It assumes anyone can perform basic meeting, team, or group facilitation given the right tools and opportunities.

**URL:** [www.uiowa.edu/~cqi/2002BasicFacilitationPrimer.pdf](http://www.uiowa.edu/~cqi/2002BasicFacilitationPrimer.pdf)

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## Community Tool Box

**Author:** Community Tool Box: Bringing solutions to life

**Date:** Last updated 2007

**Source:** University of Kansas Work Group on Health Promotion and Community Development in Lawrence, Kansas, and AHEC/Community Partners in Amherst, Massachusetts.

**Description:** In their Learn a Skill section, The Community Tool Box offers information on Leadership, Management and Group Facilitation in Part E chapters 13 through 16.

**URL:** [ctb.ku.edu/en/](http://ctb.ku.edu/en/)

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## Conflict Management in Groups

**Author:** Free Management Library

**Date:** Last updated 2007

**Source:** Free Management Library

**Description:** This resource is an excellent source for information related to management, including facilitating groups and overcoming conflict.

**URL:** [www.managementhelp.org/grp\\_skill/grp\\_cnfl/grp\\_cnfl.htm](http://www.managementhelp.org/grp_skill/grp_cnfl/grp_cnfl.htm)

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## Consumer/Survivor Self-Help Group Development

**Author:** Self-Help Connection

**Date:** 2002

**Source:** Self-Help Connection

**Description:** This guide outlines the 10 key steps to starting a consumer/survivor self-help group.

**URL:** [www.selfhelpconnection.ca/selfhelp-PDFs/PDFs/selfhelp-pamphlet.pdf](http://www.selfhelpconnection.ca/selfhelp-PDFs/PDFs/selfhelp-pamphlet.pdf)

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## Facilitating Online Groups

**Author:** Free Management Library

**Date:** Last updated 2007

**Source:** Free Management Library

**Description:** This resource is an excellent source for information related to management, including facilitating online discussions.

**URL:** [www.managementhelp.org/grp\\_skill/faciltate/faciltate.htm#anchor4293212612](http://www.managementhelp.org/grp_skill/faciltate/faciltate.htm#anchor4293212612)

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## Facilitation ToolKit: A Practical Guide for Working more Effectively with People and Groups

**Author:** Keating, C.  
**Date:** 2003  
**Source:** Department of Environmental Protection, Water and Rivers Commission and Department of Conservation and Land Management  
**Description:** This resource is designed to introduce the group facilitation processes, encourage practice of facilitation skills, and understand more about groups, adults and yourself. It will assist with: clarifying the task, planning your process and event, selecting the appropriate facilitation approaches and techniques, undertaking and reviewing your event, and discovering extra resources and support. The appendices contain information and guidance on facilitation methodologies as well as working with individuals and groups.  
**URL:** [portal.environment.wa.gov.au/pls/portal/docs/PAGE/DOE\\_ADMIN/PUBLICATION\\_REPOSITORY/FACILITATION%20TOOLKIT.PDF](http://portal.environment.wa.gov.au/pls/portal/docs/PAGE/DOE_ADMIN/PUBLICATION_REPOSITORY/FACILITATION%20TOOLKIT.PDF)

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## Facilitation – What is it?

**Author:** Group Works  
**Date:** 2000  
**Source:** The University of Maine Cooperative Extension  
**Description:** This four page document offers information on what helps and hinders the facilitation process. It also provides information on the importance of facilitation, core beliefs and practices, strategies to help groups succeed and effective uses of flip charts.  
**URL:** [www.umext.maine.edu/onlinepubs/PDFpubs/6101.pdf](http://www.umext.maine.edu/onlinepubs/PDFpubs/6101.pdf)

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## Group Skills

**Author:** Free Management Library  
**Date:** Last updated 2007  
**Source:** Authenticity Consulting, LLC  
**Description:** This particular site from the Free Management Library provides information on the various types of groups, icebreakers, warm-ups, facilitation techniques (for both face-to-face and online) and general resources for more information. They also provide a section on Group Dynamics that provided information on the basic nature of most groups and their stages of development.  
**URL:** [www.managementhelp.org/grp\\_skill/grp\\_skill.htm](http://www.managementhelp.org/grp_skill/grp_skill.htm)

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## The Facilitator.Com

**Author:** The Facilitator.com  
**Date:** Last updated 2007  
**Source:** The Facilitator.com  
**Description:** This online resource offers an extensive list of recommended books for improving group facilitation techniques.  
**URL:** [www.thefacilitator.com/](http://www.thefacilitator.com/)

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## The Role of Leaders

**Author:** Self-Help Connection

**Date:** 2002

**Source:** Self-Help Connection

**Description:** This easy to read document describes the role of a leader, and includes information and examples of leadership styles, facilitation techniques, mediation, assertive caring techniques, active listening techniques, developing boundaries, handling difficult situations, and mobilizing grass roots initiatives.

**URL:** [www.selfhelpconnection.ca/selfhelp-PDFs/PDFs/leadership-pamphlet.pdf](http://www.selfhelpconnection.ca/selfhelp-PDFs/PDFs/leadership-pamphlet.pdf)

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# Ice breakers, Energizers, etc.



## **A Bag of Tricks for Instructors and Facilitators**

**URL:** [www.saintjohn.nbcc.nb.ca/BagofTricks/index.htm](http://www.saintjohn.nbcc.nb.ca/BagofTricks/index.htm)

**Description:** This site identifies techniques for getting acquainted, getting feedback, introducing a program, energizers, brainteasers, reviewing material and closing sessions.

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## **Big Dog's Leadership Training and Development**

**URL:** [www.nwlink.com/~donclark/leader/icebreak.html](http://www.nwlink.com/~donclark/leader/icebreak.html)

**Description:** This website offers a variety of icebreakers, warm-ups/wake-ups, reviews, and motivators to be used in different group settings.

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## **Classroom Icebreakers**

**URL:** [www.cba.uni.edu/buscomm/Faculty/CLASSROOM%20ICEBREAKERS.htm](http://www.cba.uni.edu/buscomm/Faculty/CLASSROOM%20ICEBREAKERS.htm)

**Description:** Rather than provide a list of icebreakers, this document offers tips on what to look for, what worked well and what to avoid when using icebreakers and energizers.

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## **Creative icebreakers, introductions and hellos for teachers, trainers and facilitators**

**URL:** [www.businesstrainingworks.com/Icebreakers.PDF](http://www.businesstrainingworks.com/Icebreakers.PDF)

**Description:** This document from Business Training Works, Inc. offers 15 great icebreakers and all the necessary information to put them together. It includes information on supplies, ideal group size, description of how the activity should look, and intended result.

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## **Games, Games, Games Galore**

**URL:** [www.bonner.org/resources/modules/modules\\_pdf/BonCurGamesGalore.pdf](http://www.bonner.org/resources/modules/modules_pdf/BonCurGamesGalore.pdf)

**Description:** This handbook provides games suitable for use as icebreakers and other interactive learning activities during trainings, meetings, and workshops. Many of the games can be modified for various purposes or topics. Many are great for introductions, getting people focused, or facilitating the sharing of ideas and information. For each game, you'll find the title, short description of what size group the activity is best for, and fuller description of how to do the activity.

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# Techniques

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## Facilitation 101: Roles of Effective Facilitators

**URL:** [www.bonner.org/resources/modules/modules\\_pdf/BonCurFacilitation101.pdf](http://www.bonner.org/resources/modules/modules_pdf/BonCurFacilitation101.pdf)

**Description:** This workshop provides a basic introduction to techniques and tips for facilitation. It explores some of the knowledge and skills a facilitator needs to be effective in leading groups. It focuses in particular on presenting the roles of effective facilitation.

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## Facilitation 201: An intensive Intro to Techniques

**URL:** [www.bonner.org/resources/modules/modules\\_pdf/BonCurFacilitation201.pdf](http://www.bonner.org/resources/modules/modules_pdf/BonCurFacilitation201.pdf)

**Description:** This session introduces a general approach to facilitation and a range of tools and techniques for facilitation. It introduces a framework that provides a foundation for how to approach facilitation. Using a series of active role-plays, the workshop involves volunteer participants, engaging them in learning about and practicing a variety of facilitation tools.

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## Facilitation 202: More Techniques and strategies

**URL:** [www.bonner.org/resources/modules/modules\\_pdf/BonCurFacilitation202.pdf](http://www.bonner.org/resources/modules/modules_pdf/BonCurFacilitation202.pdf)

**Description:** This session provides participants with advanced tools and techniques for facilitation, whether for use in meetings or trainings. Through small group work using situations of typical facilitation challenges generated by participants, the workshop guides participants to review and select appropriate tools and strategies. It also introduces and incorporates a wide range of tools and games.

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## Guidelines for Planning and Conducting Focus Groups

**URL:** [www.hpclearinghouse.ca/resources/pdf/focus\\_group\\_guidelines.pdf](http://www.hpclearinghouse.ca/resources/pdf/focus_group_guidelines.pdf)

**Description:** This resource developed by Heart Health Nova Scotia is a focus group training program which has been delivered to many organizations and communities.

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## Online Facilitation Skills

**URL:** [www.managementhelp.org/grp\\_skill/grp\\_skill.htm#anchor1075199](http://www.managementhelp.org/grp_skill/grp_skill.htm#anchor1075199)

**Description:** This website offers links and resources for Online Facilitation. With information on available courses, how to succeed and the importance of having training, this is an excellent introductory website to online facilitation.

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## Open Space Technology

**URL:** [www.openspaceworld.org/](http://www.openspaceworld.org/)

**Description:** Open Space Technology is a simple way to run productive meetings, for five to 2000+ people, and a powerful way to lead any kind of organization, in everyday practice and ongoing change

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## World Café

**URL:** [www.theworldcafe.com/](http://www.theworldcafe.com/)

**Description:** Everything you need to know about the World Café technique and how it can work with your group.

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# Training Opportunities

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## Adult Education – Dalhousie University College of Continuing Education

**Contact:** Address: Suite 201, City Centre Atlantic 1535 Dresden Row, Halifax NS B3J 3T1  
Telephone: (902) 494-2526  
Registration: (902) 494-2375  
Fax: (902) 494-3662  
Website: [collegeofcontinuinged.dal.ca/index.php](http://collegeofcontinuinged.dal.ca/index.php)

**Description:** Need to upgrade your existing qualifications? Want to develop new competencies? Learn additional techniques? Designed to integrate theory and practice, our adult education certification program and workshops offer you creative professional development opportunities.

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## Master of Education in Adult Education – St. Francis Xavier University

**Contact:** Address: Department of Adult Education, St. Francis Xavier University, P.O. Box 5000, 65 West Street, Antigonish NS, B2G 2W5  
Telephone: (902) 867-3952  
Fax: (902) 867-3765  
E-mail: [aesecret@stfx.ca](mailto:aesecret@stfx.ca)  
Website: [www.stfx.ca/academic/adulted/program\\_description.html](http://www.stfx.ca/academic/adulted/program_description.html)

**Description:** This professional development program may be of interest to candidates from a wide variety of career areas such as literacy, education, human resource development, community development, and health promotion. It is a self-directed, distance learning program wherein students design, implement, and evaluate their own content curriculum. It assists students in defining and solving educational learning problems by using adult education methods and principles of planning and evaluation.

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## Online Facilitation Course

**Contact:** E-mail: [learnlinks@rmit.edu.au](mailto:learnlinks@rmit.edu.au)  
Website: [www.learnlinks.com.au/pages/03\\_1\\_accredited.htm#OnlineFacilitation](http://www.learnlinks.com.au/pages/03_1_accredited.htm#OnlineFacilitation)

**Description:** This 13 week, non-credit online class from RMIT University's program LearnLinks allows participants to gain practical skills and knowledge required to teach online, discover techniques for effective facilitation and practice online collaborative teaching.

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## Skill Enhancement for Public Health

**Contact:** Toll Free: 1-877-430-9995  
E-mail: [skills@phac-aspc.gc.ca](mailto:skills@phac-aspc.gc.ca)  
Website: [www.phac-aspc.gc.ca/sehs-acss/facilitations\\_e.html](http://www.phac-aspc.gc.ca/sehs-acss/facilitations_e.html)

**Description:** Online facilitators play a major role in helping to develop a strong, skilled public health workforce. Persons working as a public health practitioner at the local, regional, provincial/territorial or national level with specialized training in epidemiology or other public health related field, are welcome to become an online facilitator.

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## Items for Purchase

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### The Focus Group Kit

**Author:** Morgan, D. and Krueger, R.

**Date:** 1997

**Source:** Sage Publications

**Description:** This kit will provide the reader with a systematic and readable approach to the design, implementation, and analysis of focus group data. The material is presented to help the novice learn how to actually conduct a focus group while at the same time enables those more experienced with focus groups to check their own performance against best practice.

**URL:** [www.sagepub.com/booksProdTOC.nav?prodId=Book6796&currTree=Courses&level1=Course111](http://www.sagepub.com/booksProdTOC.nav?prodId=Book6796&currTree=Courses&level1=Course111)

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