

# GROUP COMMUNICATION STRATEGIES

**Purpose:** To help facilitators guide group discussions in a way that promotes inclusivity, clarity, and shared understanding, ensuring every voice is heard and valued.

## SETTING EXPECTATIONS

Clearly outline the purpose, process, and goals for the group discussion so everyone knows what to expect.

## USING POSITIVE FRAMING

Phrase instructions and feedback in ways that encourage participation and focus on strengths rather than deficits.

## REDIRECTING WITH CARE

If the conversation drifts or becomes unproductive, bring it back on track in a way that preserves dignity and engagement.

## ENCOURAGING EQUAL PARTICIPATION

Intentionally invite quieter voices to contribute and manage dominant voices to keep balance.

## CLARIFYING AND SUMMARIZING

Restate and confirm key points to ensure understanding before moving forward.

## HANDLING DIFFICULT CONVERSATIONS

**Purpose:** To equip facilitators with example scenarios and language they can adapt to handle sensitive discussions while keeping relationships respectful and youth-centered.

### WHEN EMOTIONS RUN HIGH

"I hear how much you care about your child, and that's exactly why we're talking. Let's take a moment, and when you're ready, we can focus on what's going to help [youth's name] most right now."

### WHEN A FAMILY MINIMIZES A CONCERN

"I understand it may not seem like a big issue right now. What I've seen is [specific example], and I'd like to work together to prevent it from becoming a bigger challenge."

### WHEN YOU DON'T HAVE AN IMMEDIATE ANSWER

"That's a great question, and I want to make sure I give you the right information. Let me look into it and follow up with you by [specific time]."