

Facilitation, Feedback & Questions

ALA 321 - Feb 22, 2021

Icebreaker



Find a gif or image online that really summarizes how you're feeling today. Share it with your group.

Agenda

If you have a question during today's class, please add it to our [Parking Lot](#)! We'll take time at the end of class to go over questions.

- Icebreaker
 - Check in: How did testimonials go?
 - What is facilitation?
 - Metaphors & strategies
 - How to respond to students
 - Using questions effectively
 - Break
 - Activity: Responding to Journals
 - Time in Coaching Groups
 - Wrap Up
-

How did
testimonials go?

Using the jamboards....

- How do you think testimonials will shift the dynamic of your group?
- What is one thing you're still thinking about? (Remember to keep confidentiality!)
- What is a piece of advice you would give to next semester's facilitators?

What is facilitation?

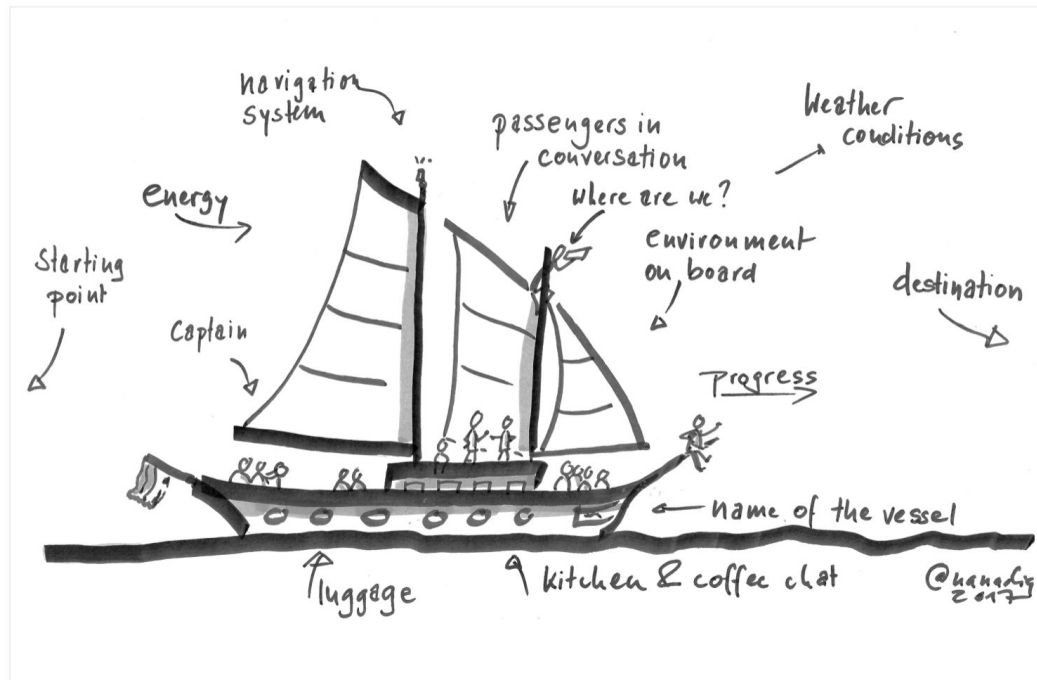
Facilitation: An Art & A Science

Requires a great deal of skills

- Listening, observation, management, decision making, adaptability, compassion & communication

No “one size fits all.”

What is facilitation? “Sailing a ship”



Design & Plan (adapted from “[Role of Facilitator](https://www.mindtools.com/pages/newbystr/desplan.htm)” [mindtools.com](https://www.mindtools.com))

Map out your route:

- What’s your destination?
Who are the passengers?
- What is the best route to take?
- What conditions do we expect? What might come up?

What is facilitation? “Tending a garden”



Alt text: blue watering can surrounded by vines growing in a greenhouse watering can n. Image source: [Truani, Popular Mechanics, 2019](#).

Monitor & Guide (adapted from [“Role of Facilitator”](#) [mindtools.com](#))

- Set the tone & provide energy/momentum
 - Establish expectations
 - Listen, engage and include
- Monitor
 - Keep an eye on the time
 - Watch for checkpoints
 - Pay attention to group behavior, both verbal and non-verbal
 - Check in regularly with your co
- Maintain focus on the big picture
 - Highlight key points/summarize
 - Decide when to follow a topic and when to link it back to your session goals
 - Intervene strategically

What is facilitation? “Flying in a flock”



Respond & adapt

- Respond in the moment
- “Emergent Strategies” (brown [2013](#), [2017](#))
 - *intentional adaptation* to live and grow and *stay purposeful* in the face of constant change
 - allows us to move into action together
- More planning = more options (i.e., more flexibility)

Types of Facilitator Responses

(A partial list!)

- Affirmation
 - Validation
 - Draw connections from one participant to another
 - Highlight an important point or insight
 - Make it relevant!
 - Invite additional perspectives
 - Sit in silence
 - Ask an open-ended question
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Use them strategically.

Useful Questions for Dialogue Facilitation

Responses and feedback for learning and growth: Strategies to help us both **challenge & support**

- 1) Critical empathy
- 2) Generative
listening/generative
knowledge inquiry
- 3) Affirming inquiry
- 4) Growth mindset

YOUR TASK...

- You'll be assigned to ONE of these topics.
- Read over the provided handout.
- Create a slide based on what you read
 - In a few bullet points, what is this concept?
 - Why would a dialogue benefit from this?
 - Provide an example of how this might happen in a dialogue space - draw on that questions handout.
- Be prepared to explain your slide to others!

Critical empathy (Handout on CI)

What is critical empathy? Why would a dialogue benefit from this?

Asking us to not only relate to another person, *but to simultaneously consider our position within systems of power and privilege*. In dialogue practice, critical empathy seeks common understanding while also acknowledging important differences that shape our lives and perspectives. Building on careful listening.

Provide an example: What is a response or a question that a facilitator might use to demonstrate/encourage critical empathy? (Why is this a good example? What does it do?)

Example: *My friend tells me that he's frustrated because the professor made a joking comment about Middle Eastern immigrants being taxi drivers or gas station attendants. He is so tired of hearing that; his parents are frequently dismissed, despite years of education. I pause, reflect, and realize that, as a white US citizen, this is a stereotype I have never had to deal with. I feel upset that my friend has to deal with this.*

Affirming Inquiry ([AI Handout](#))

What is affirming inquiry? Why would a dialogue benefit from it?

- Sharing experiences mutually while expressing appreciation and affirmation
- Affirming inquiry helps establish a safe space, which is beneficial to a reciprocal relationship amongst facilitators and peers

Dialogue would benefit because it allows for the action of participating in the mutual exploration of experiences/narratives by sharing and invitation to share and also leads to openness, humility, and reciprocity.

Provide an example: What is a response or a question that facilitator might use to demonstrate or practice affirming inquiry? (Why is this a good example? What does it do?)

The facilitator can say, “We would appreciate it if some of you would share your experience with ____.” Then, after a participant/participants share, the facilitator would say, “Thank you for sharing your experience and for your vulnerability. We appreciate how you contributed to our mutual learning.”

Generative Knowledge Inquiry (GKI Handout)

What is GKI? Why would a dialogue benefit from it?

A way to surface the sharer's skills and strengths as they tell stories about their experiences. The listener does this by listening to the sharer, asking clarifying questions, and gives feedback about their impression on the sharer's strengths. Also not assuming you know what the sharing person is saying in their stories, shouldn't be a word for word unpacking.

Provide an example: What is a response or a question that a facilitator could use that demonstrates GKI? (Why is this a good example? What does it do?)

“What I heard you say...”

“What I have learned about you...”

If someone shares personal story - asking questions and focusing on their skills you observed after listening

Growth mindset ([Fixed vs Growth Mindset](#); [what is growth mindset](#))

What is growth mindset? Why might a dialogue benefit from it?

- Being open to change, remaining in your learning zone, self growth and community growth, willingness to learn and accept new information and ideas
- Failure as room to grow and try again and persevere

Provide an example: What is a response or question that a facilitator might pose to encourage growth mindset? (Why is this a good example? What does it do?)

- “How can we move forward?”
- Action based questions, pushing theories and experiences to a deeper level of understanding for future

Ok, now you get to teach each other! Get into these groups in breakout rooms and go through your slides. Take about 3 mins/slide.

Group A

Carolina
Angel Li
Liz
Alexa

Group B

Renee
Lydia
Hannah
Angel P

Group C

Stephanie
Malachi
Sophie
Eryn

Group D

Gretchen
Toussaint
Olivia
Yuhong

Group E

Margaux
Taylor
Rayut

Any final thoughts/questions/concerns?

10 minute break!

Activity: Practicing feedback with journals

- Take 15 minutes to look over the journal and give specific feedback
- Mark any places where you're not sure how to respond and why
- Pay attention to how you're affirming and challenging
- Work as a team! You can have multiple responses to the same comment

Breakout group 1

(SES I)

Lydia & Margaux

Emely & Alexa

Taylor & Toussaint

Breakout group 2

(SES II)

Carolina & Eryn

Angel & Sophie

Breakout group 3

(RE)

Yuhong & Gretchen

Malachi & Stephanie

Renee & Angel

Breakout group 4

(WRID)

Rachel & Zach

Olivia & Rayut

Breakout group 5

(SOC)

Hannah & Liz

Time in Coaching Groups

- Anything to still process about testimonials week?
- Ongoing concerns/issues?
- Address following week P3 (Read-around)
- Practice facilitations to begin NEXT WEEK

Wrap Up

Reminder: NO CLASS WEDNESDAY!

Practice facilitations to begin NEXT WEEK

We'll be signing up for in-class observations: Keep an eye/ear out for that!

Any lingering questions from the parking lot?
