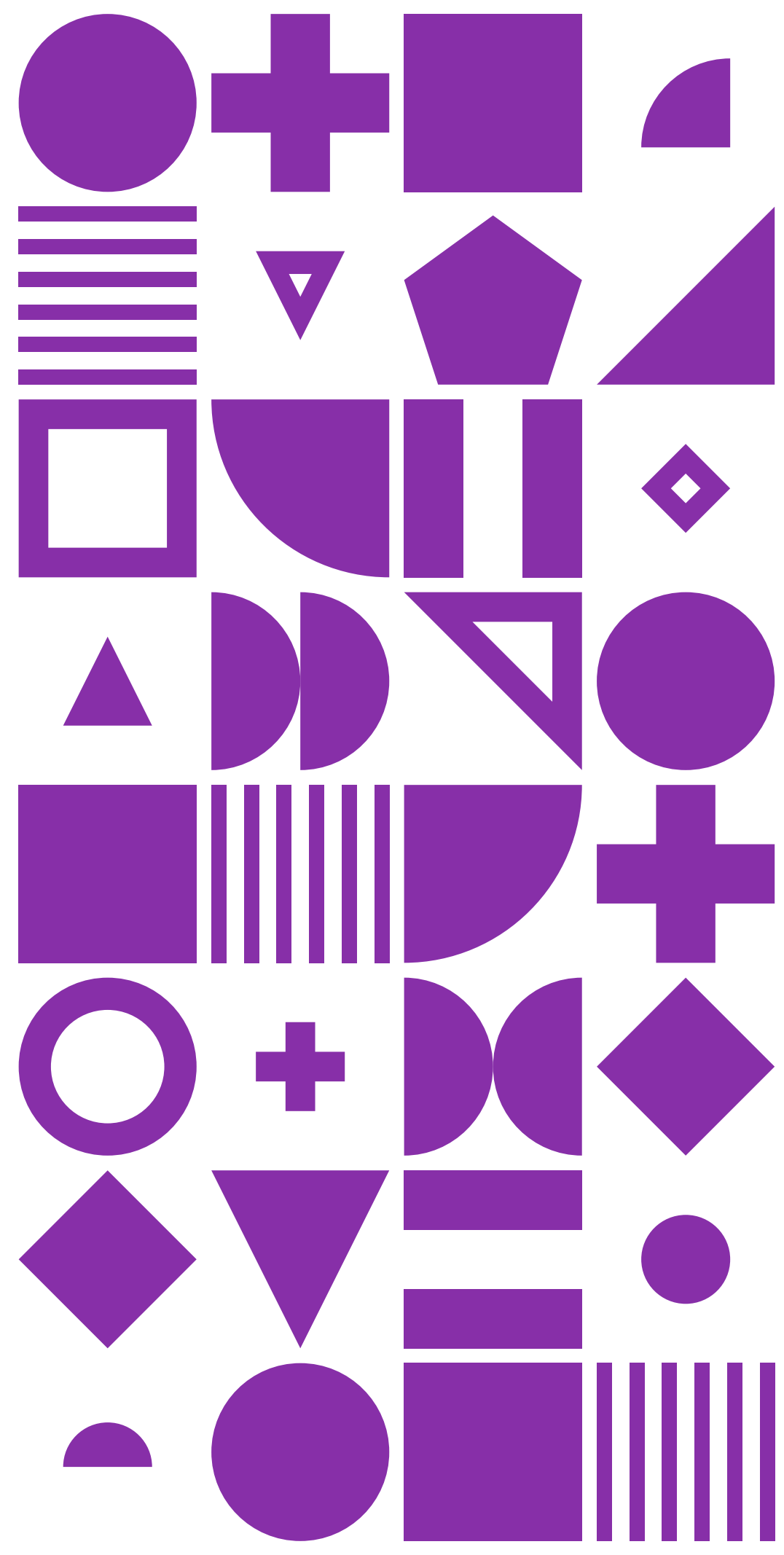


Facilitation & Communication



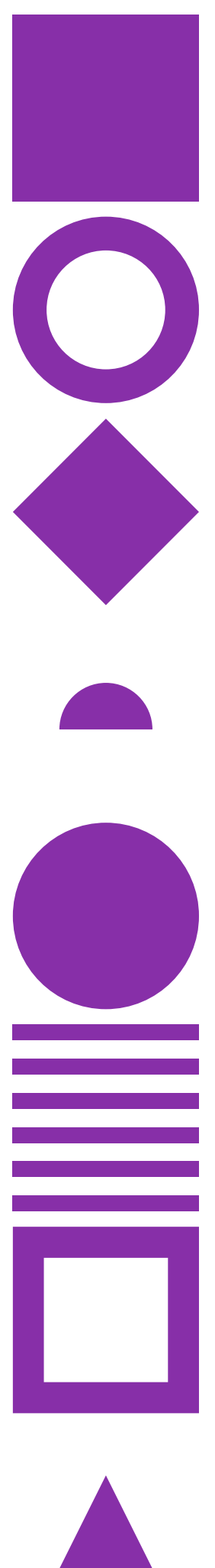
Today' session: 45 min.

— Facilitation (25min)

- Do's and don't of facilitating the Round Table
- Useful tips
- Questions & doubts

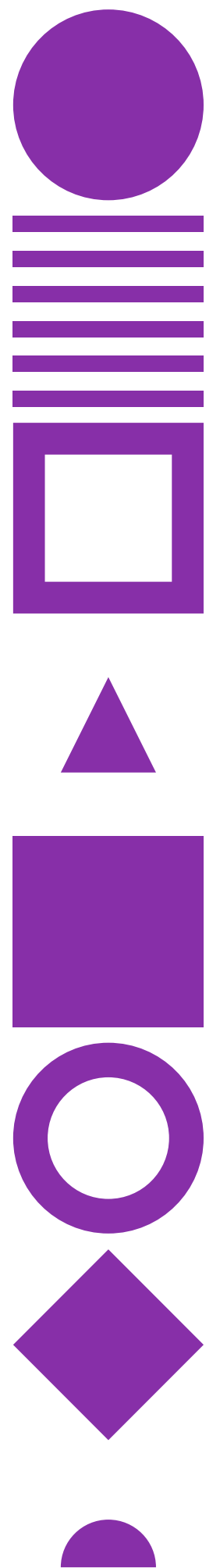
— Communication (20min)

- Blog posts
- Documentation & Reports
- Presentation skills



Quick note!

This session is meant to be interactive.





Questions?

Interrupt me and ask!

Examples?

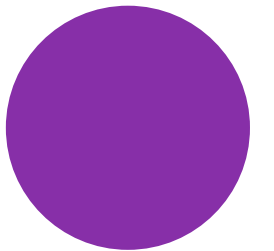
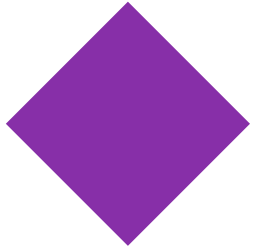
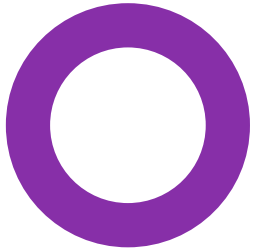
Go ahead.

I don't like X.

Let's try to find an alternative.

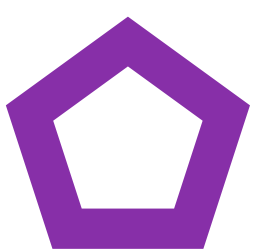
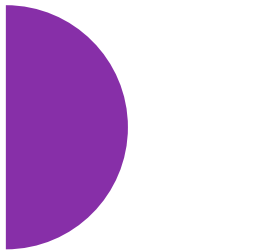
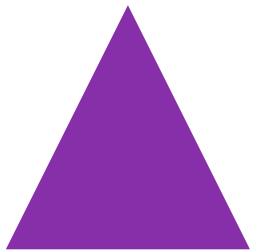
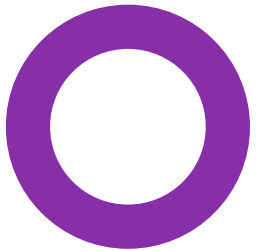
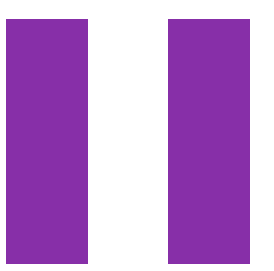
Disagree?

Super valid, let me know!



You'll be hosting a round table, **not a workshop!**

— Wednesday 8th March from 13.00-15.00.

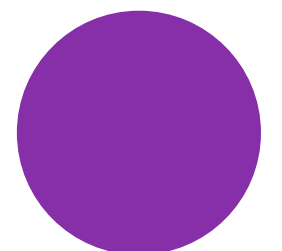
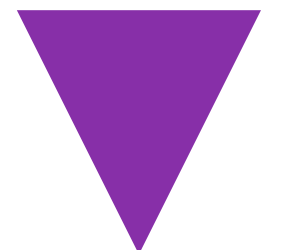
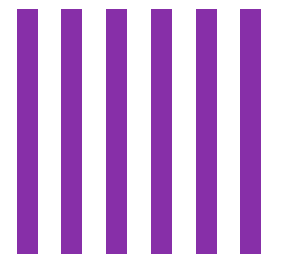


The basics to cover:

- 1) **Create an agenda**
- 2) **Assign team roles**
- 3) **Prepare questions**

However..

“As an **agent of power** in any participatory instance, a **facilitator can do much more** than enable conversation and provide practical tools to discuss”.



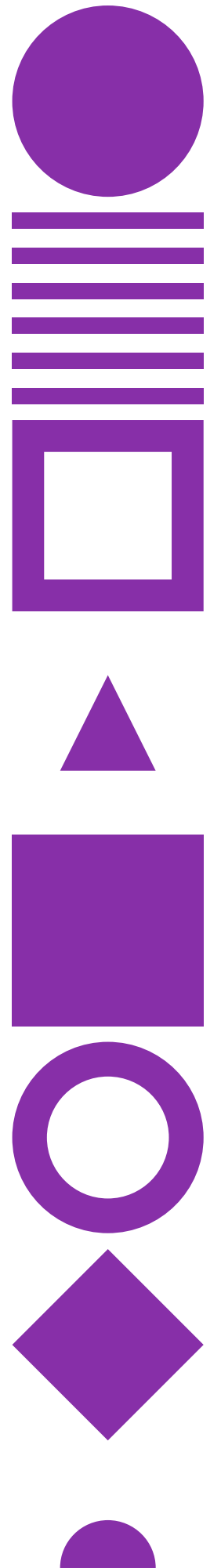
Before the session

Setting & Set-up

- Familiarise yourself with the space.
- What is the ideal seating arrangement?
- Where are the front-end people going to be and where will the back-end people be?
- Will something be showing on the screen in the meantime?

Conversation Structure

- Think about the content you want to cover & the answers you need: What is a must and what stems from that?
- Assign realistic times for each question.
- Are there any particular rules for participation?
- What is the mission of the session overall?



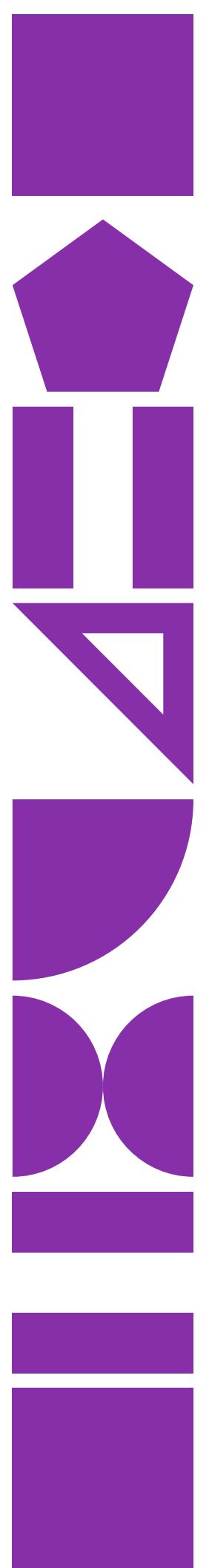
Before the session

Tools & Aid

- Avoid misinterpretations. Will people create mindmaps as they talk?
- Provide people with means to express themselves. Are you going to make use of other visual ways to capture insights?

Roles & Responsibilities

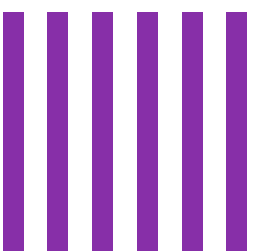
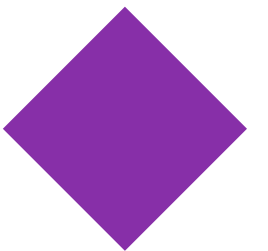
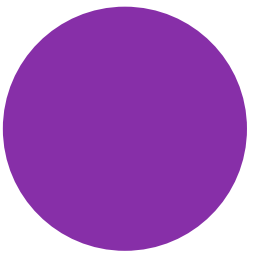
- Who will be facilitating the session? Max 2.
- Who will be taking notes? How will those be taken?
- Who will be taking pictures? How will that happen in a way that is not intimidating?
- Will someone be there to hand materials, or generally in a “troubleshooter” role?



Before the session

Troubleshooting

- What can go wrong? Think ahead about possible scenarios.
- Make sure to have clear (and polite) ways to re-direct the conversation if people go off-topic
- Are people not talking? Give them alternatives to feel comfortable.



During the session

- **Document everything.** Extremely important to build on what people say, and make sure nothing goes missing.

- Provides insights to work on
- Gets you report material
- Easy presentation content

- **Create a relationship:** This is a working relationship. Treat it like so! And grow it in everyone's favour.

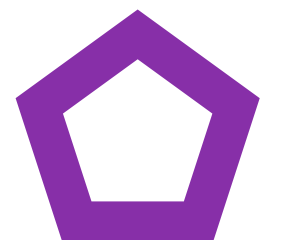
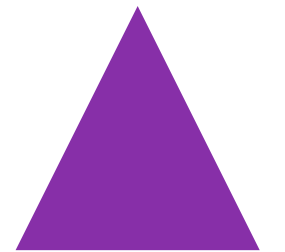
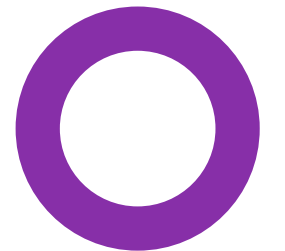
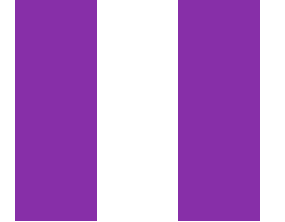
- Stay in touch
- Be appreciative
- Be a peer!

- **Create an active dialogue.** Avoid an information-extracting interview!

- Build on people's insights
- Ask follow-up questions
- Highlight relevant interventions
- Allow for a bit of fun too!

- **Conclude.** Do you need to set up some next steps or take decisions? Make sure the meeting ends with something "done".

- We will send a recap
- Let's chat again X day
- Can we agree this is what you are looking for?



After the session

Debrief.

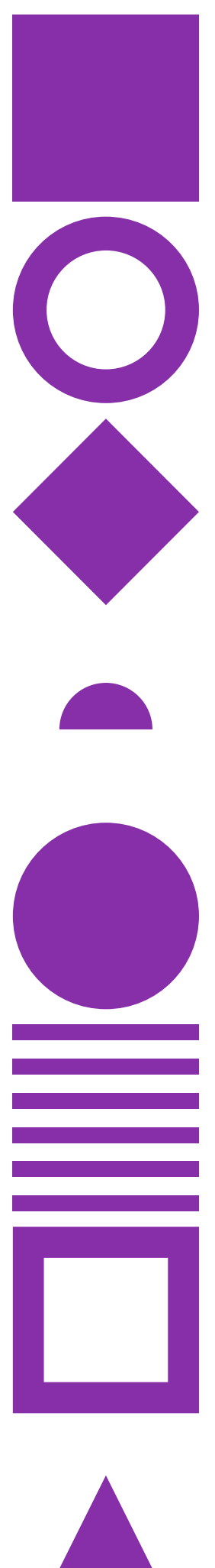
- What stayed on your mind?
- How did you feel the session went?
- Are there clashes in how you understood things? Set your next steps.

Looking ahead.

- Set your next steps.
- How is this information going to be processed and who will do what?

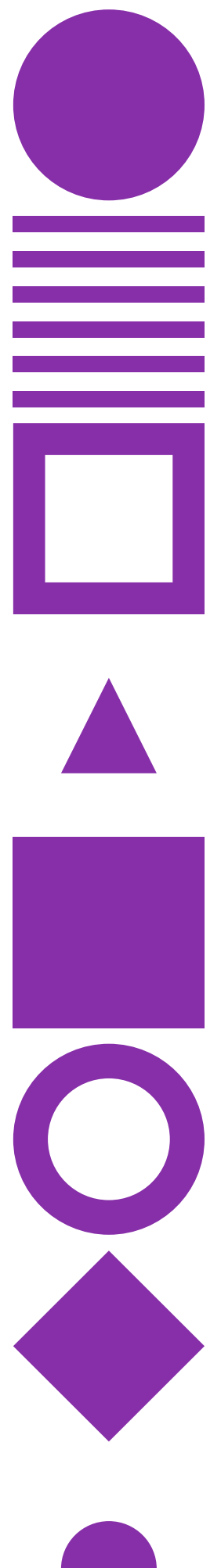
Breathe!

- Round table complete! Now the huge chunk of work begins, so take a moment to acknowledge your first big step.



Other resources

- **Stakeholder contact list**
- **Hosting Participatory Dialogue:** Meant to make you aware of the little things that make a difference when hosting a conversation.
- **Book 'Qualitative Research Methods: A data collector's field guide':** How to Be an Effective Moderator p.59, How to Be an Effective Note-taker p.69, Tips for Taking Focus Group Notes p.73
- **ATLAS game cards:** Contains useful questions to inspire you on topics covered in the discussion guide.



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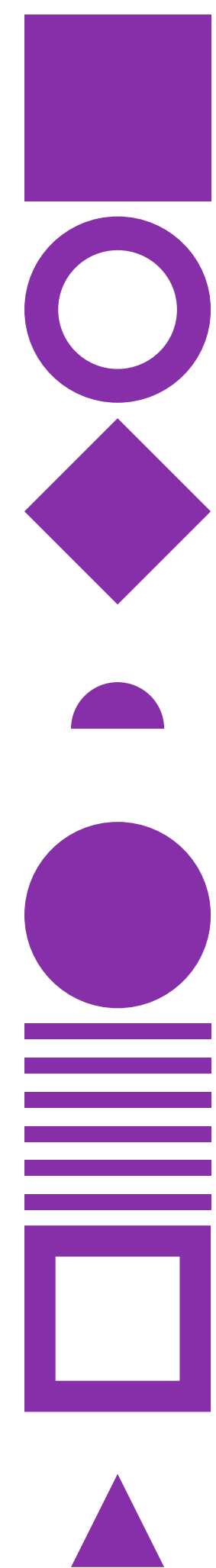
- Blog posts
- Documentation & Reports
- Presentation skills

**Written
Spoken**



**What are
your needs?**

What are small or big things you'd like to work on?





Blog posts

Written
Spoken

**What are
your needs?**

Academic versus informal — What is inappropriate — I hate writing — I don't know what is relevant — I haven't done blogs — Synthesis? I don't know her.



Reports

Written
Spoken

**What are
your needs?**

Tone — Structure — Design Process — How much information? — Pressure
— English skills — Difficult terms — Synthesis — Being critical — Insights



Presentations

Written
Spoken

**What are
your needs?**

Nervous — Don't know how — Too much attention — I like but English? — I like but is it relevant? — No experience in this context — Want to get better — I start ok but then I blabber — I fidget — I'm afraid I don't sound confident



**The more we work
on it now.**

**The better your final
course phase will be.**



Questions?

