



Facilitator 101

Updated November 2025

Objectives & Overview

1. Understand the facilitator role
2. Discuss best practices for facilitation skills
3. Prepare to handle challenges

Presentation vs. Facilitation

Facilitation is **guiding** participants through a **process to build skills**.

Facilitation follows content with **practice and feedback** for the learners to **develop their skills**, resulting in training.



Core Skills for Facilitators

Clarity

- Project your voice – Use Mics!
- Always face the audience
- Clarify “When you say.....”

Engagement

- Use participant names
- Encourage participation
- Ask open-ended questions

Time Management

- Keep Discussions Focused
- Stick to the Schedule
- Cover All Content

Flexibility

- Design Tight, Facilitate Loose
- Pay Attention to Group Dynamics

Core Skills for Facilitators

Large Group Strategies

Breakouts:

- Small Groups
- Pairs

Incorporate short, frequent activities

Encourage participation (back pocket questions)

Responding to Participants

Be prepared to say: "I'm not sure, but I can find out."

Use a "parking lot" to address questions later

Challenges & Solutions

**Dominant
Voices**



**Redirect
Politely**

**Silent
Participants**



**Invite
Gently**

Tech Issues



**Have a
Backup Plan**

Scenarios:

What would you do if...

Only 1 participant is responding to discussion questions. Everyone else is silent.

