



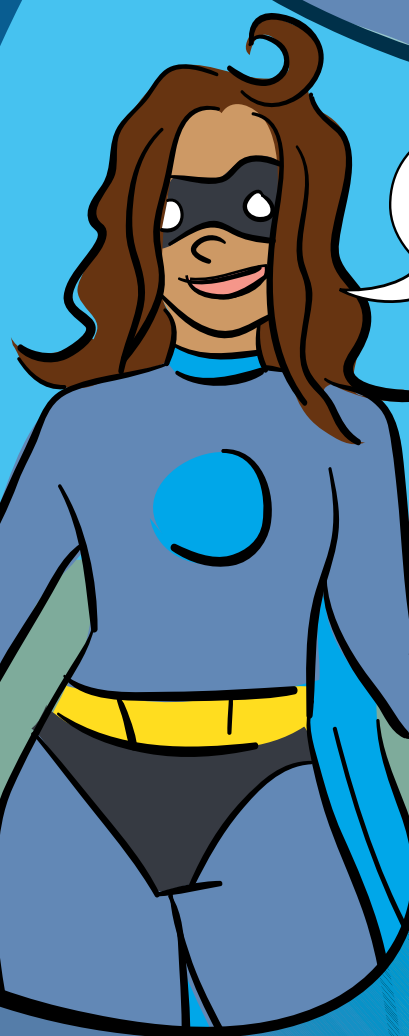
THE FACILITATORS




Facilitation is the art of listening rather than speaking.



Right, it's different than teaching.



However, not everyone is naturally comfortable facilitating.



Just like how not everyone is naturally comfortable wearing their underwear on the OUTSIDE!



We're here to help with that.

RARGH!

Isn't there supposed to be a facilitation meeting going on in that room?

Yeah, and that sounded like more than facilitation frustration.

It's like they're talking to a brick wall. Wait a minute! That facilitator... IS a brick wall!

Oh no! A facilitation gone horribly awry!

I think we'd better stage an intervention.

GO TO YOUR ASSIGNED SEAT
NO FOOD
NO DRINKS
BY RULES

**THE STUDENTS COMMISSION
THE CENTRE OF EXCELLENCE FOR YOUTH ENGAGEMENT**

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HALT

ROCK FORMATION!

This is a facilitation disaster!

RARGH!
What do you know, stupid?!

Right there is problem number one - you have absolutely no respect!

It's difficult to facilitate well if you can't even bring yourself to respect your facilitation group.

Right! You have to respect them, then listen to them, then understand what they're saying and communicate back!™

RARGH!

I am the best, puny fleshling!

It appears his skin deflects constructive criticism! We'll need constructive criticism to make him into a good facilitator! What do we do?!

Looks like we'll need to take this one step at a time... Spandex man, you hold him off - I'll assemble the facilitation squad and be right back with Sho Respect!

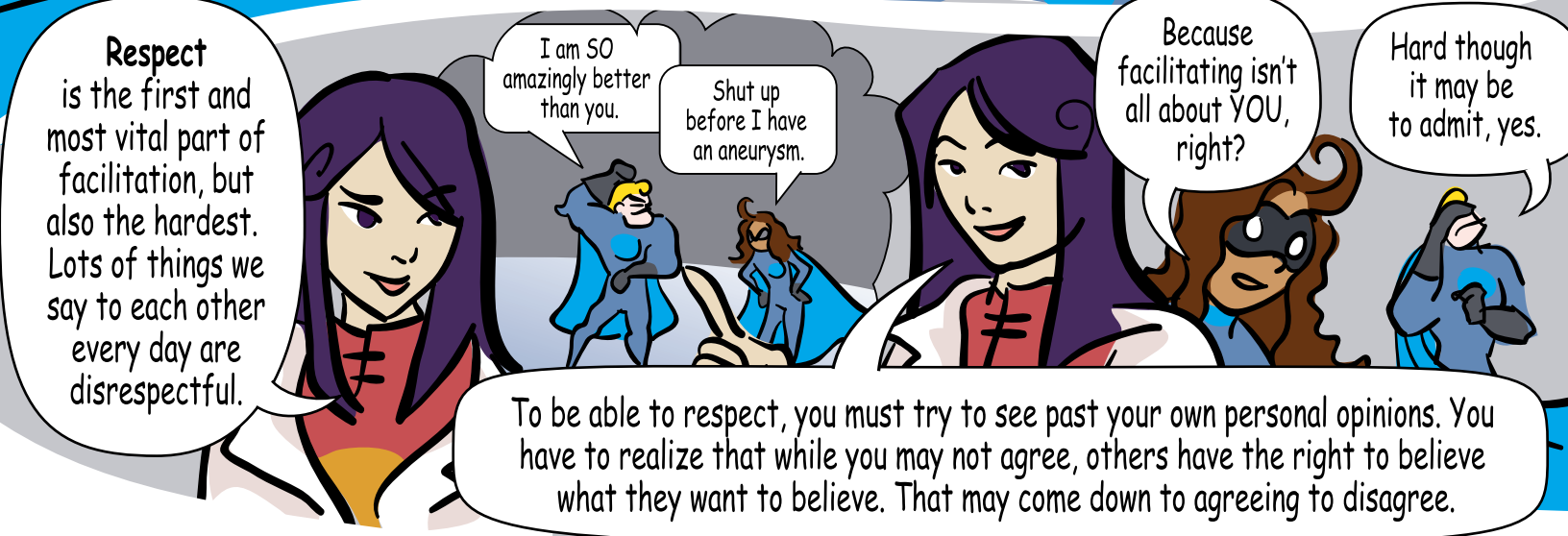
ARGH!



You're just in time! I was almost out of distracting poses to strike!

Cap'n Spandex! I brought Sho Respect!

So, this facilitator is having trouble with respect?



Respect is the first and most vital part of facilitation, but also the hardest. Lots of things we say to each other every day are disrespectful.

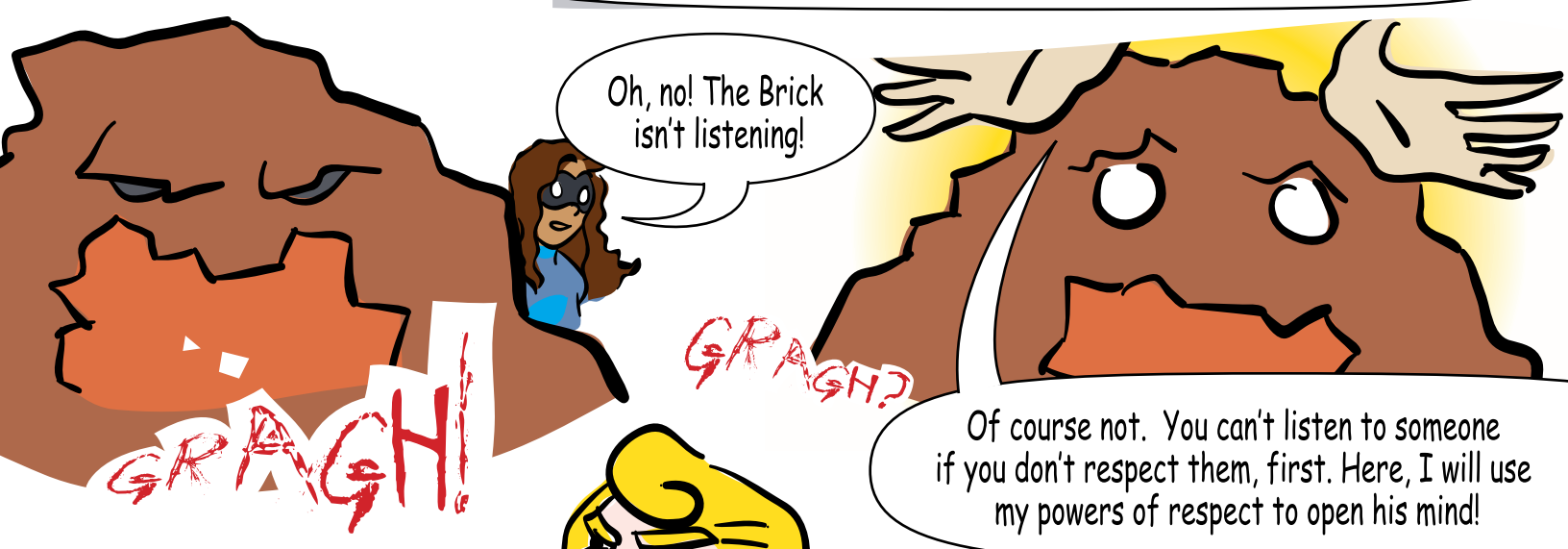
I am SO amazingly better than you.

Shut up before I have an aneurysm.

Because facilitating isn't all about YOU, right?

Hard though it may be to admit, yes.

To be able to respect, you must try to see past your own personal opinions. You have to realize that while you may not agree, others have the right to believe what they want to believe. That may come down to agreeing to disagree.

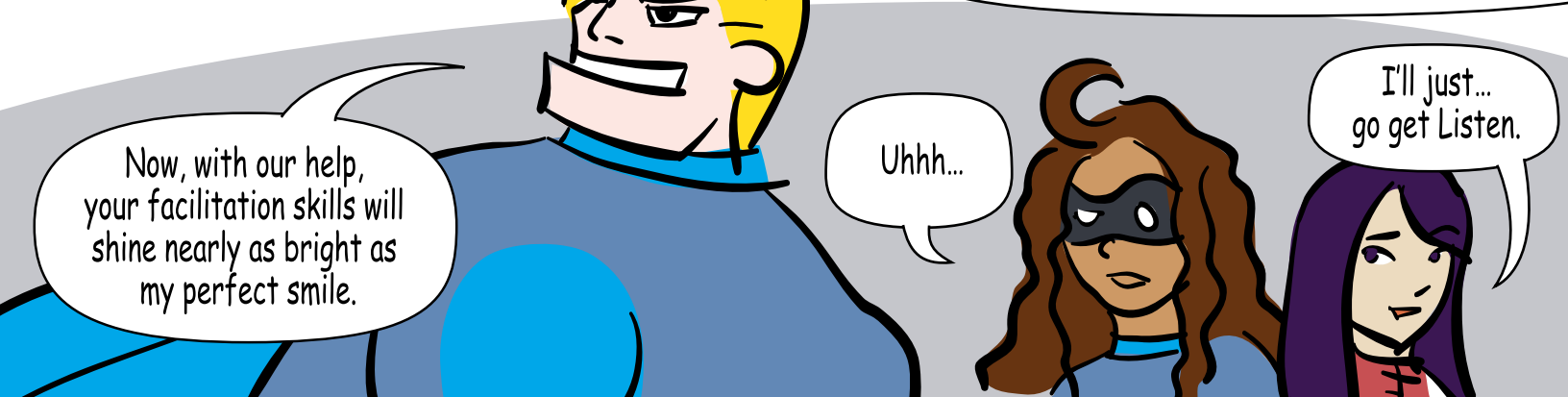


Oh, no! The Brick isn't listening!

GRAGH!

GRAGH?

Of course not. You can't listen to someone if you don't respect them, first. Here, I will use my powers of respect to open his mind!



Now, with our help, your facilitation skills will shine nearly as bright as my perfect smile.

Uhhh...

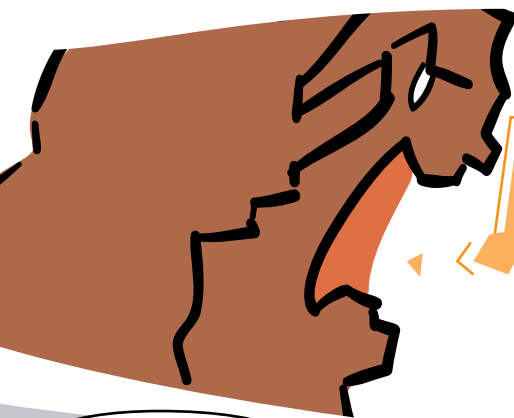
I'll just... go get Listen.



Hey, what's the situation?

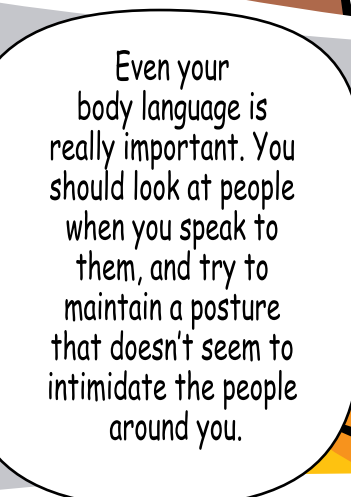
Well, he appears to be more respectful now.

But he still isn't listening to us very well.



Hey!
I listen just fine!
I even heard that!

Listening is not the same as hearing, Brick. You need to listen and listen ACTIVELY.



Even your body language is really important. You should look at people when you speak to them, and try to maintain a posture that doesn't seem to intimidate the people around you.



RARGH!



When you listen to someone, it's a good idea to acknowledge that you've heard what they're saying. You can repeat what they've said, using the same words they've used in order to make SURE they know that you heard them.



Nothing makes me glummer than shoddy cape aerodynamics.

So you're saying shoddy cape aerodynamics make you glum?

It's good to facilitate in a circle because it helps people listen and respect. You will always be looking at another person and the circle automatically sets you all as equals.

Uh... So I no look scary, sit in circle and look at people?

This no make sense.

I think it's time for a little understanding.





Hey! I came from the fortress of Facilitude as fast as I could.

No, wait. I think I've figured out his mother tongue.

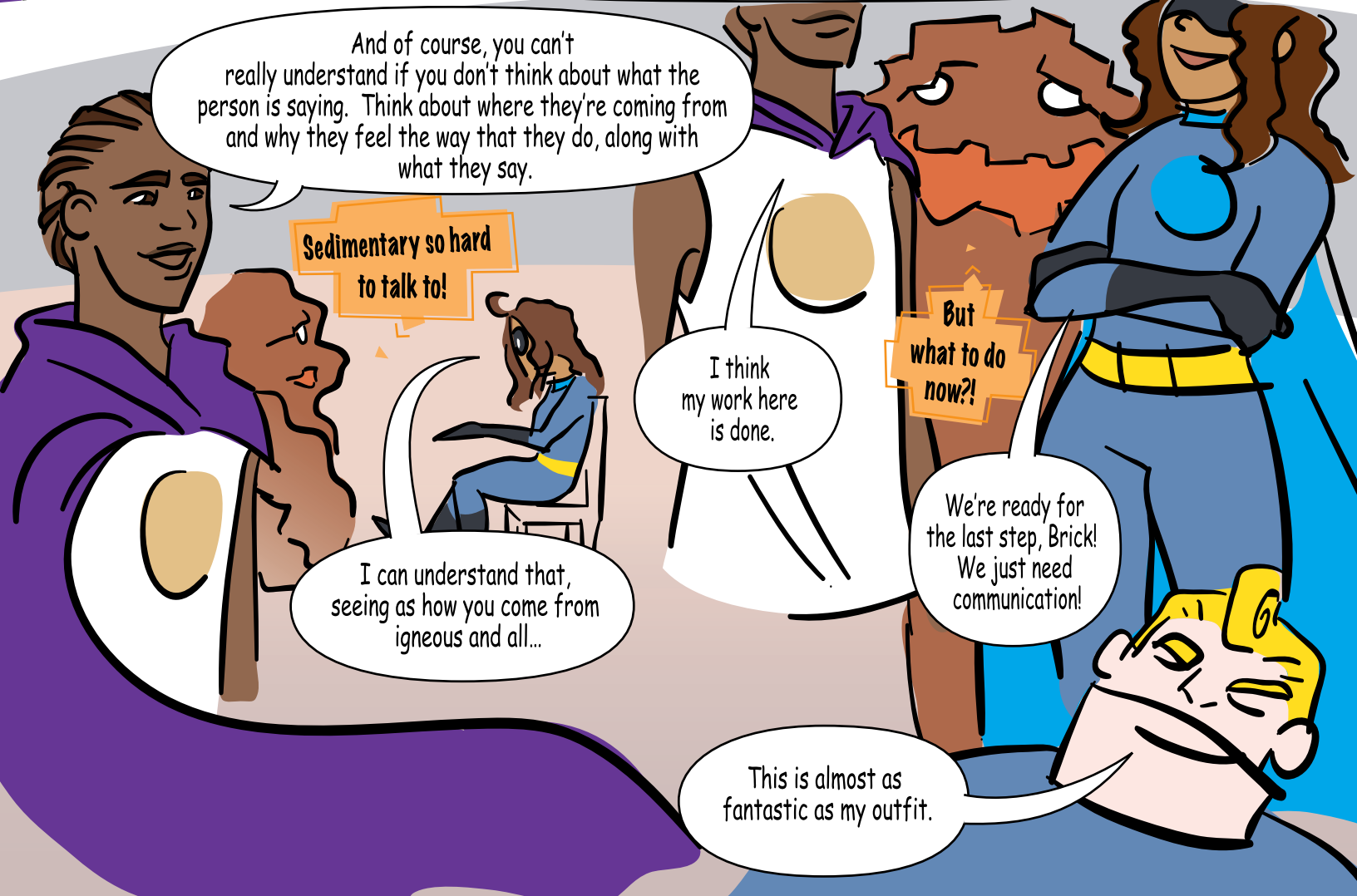
Thank goodness you arrived! He's listening, but he can't understand us.



Er, why don't you let me handle this, Cap? He's sayin' he doesn't understand, and while it's good that we know that, it doesn't help us much if he's not gonna ask any questions.

You say, "sit in circle, be good rock," yes?

Don't be afraid to ask clarifying questions when you're facilitating. Questions like: "Do you mean...?" That doesn't mean you should pry for information when someone is not willing to give it, though. Make sure the other person feels comfortable, and at first just ask them to restate what they said.



And of course, you can't really understand if you don't think about what the person is saying. Think about where they're coming from and why they feel the way that they do, along with what they say.

Sedimentary so hard to talk to!

I think my work here is done.

But what to do now?!

I can understand that, seeing as how you come from igneous and all...

We're ready for the last step, Brick! We just need communication!

This is almost as fantastic as my outfit.

Ahhh, hello
Moe Communication!

Facilitation
ain't about what I have
to say, Maskgirl.

The reason it's important
is so that I can guide people
and give them responses that
aren't judgemental.

You know, for
the communicator, you don't
talk too much.

... And since
facilitation isn't
about what YOU
think or have to
say, before you
communicate...

RESPECT
LISTEN
UNDERSTAND
COMMUNICATE

You've got to
do a check that you're doing
all these first.

It's better not to talk about your opinions
unless you really have to. Wouldn't want to steal
the show, right?

But you do want
to make sure you give
POSITIVE FEEDBACK
and that you always
debrief your group to
summarize the conclusions
it's drawn that day
and how the group
felt about
the procedure.

It's about making
connections and making
people feel welcome.

Hey, now seems
like a good time to try
that debriefing.

I sing
backup,
okay?



DE-BRIEF!?

I'm not taking my underwear off for anyone!

**"NO, NO NO NO!...
"DEBRIEFING"**

not de-briefing.
It's what you do at
the end of a facilitation
session.

WHA?

I'm with HIM.
If you're at the end of the
session, aren't you done?

Not without a
debrief!

So it's a check-in?

A debrief
is where the group gets to
share what happened during
the session: what they liked
and what they didn't like.

Participants can find out
what everyone else learned
and felt.

Facilitators
can learn a lot from what
their group says.

Exactly... an opportunity to make
sure that everyone is leaving without a
bunch of unresolved issues.

How
Brick make that
happen?

Or "What will you
take away from this group?
What will you tell people
about today?"

Start
by asking everyone
simple questions.

Yeah, like "how
did that go for you guys?
did you like it?"

And you can say something
in the debrief like what you learned,
or what you thought of the day.

FINALLY,
I get to share
what I think?

So, Brick, you ready to
try this facilitation thing again?

More like how you
thought things went.

You mean like recap? Okay.

Brick so ready.
Brick do this great! Brick want
to be great facilitator!

Yeah! ...and totally summarize some
of the major points they discussed too. A
summary is always a good idea.

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