Community Engagement Studio
Facilitator Training

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Welcome & Agenda

Thank you for your time and interest

Introductions

Agenda
- CE Studio explained
- Facilitator’s job
- Setting the ground rules
- Key facilitation techniques
- Facilitation pitfalls
- Q&A
- Next Steps

UCI Institute for Clinical & Translational Science
Community Engagement Studio Defined

Community Engagement Studios are:

- One-time consultative meetings for academic research teams to receive feedback from community to improve the success of their project
- Community consultants are called Community Experts because they have lived experience pertaining to the topic of research
- Experts are compensated for their time and expertise
- A neutral third-party facilitator leads the discussion between the Experts and research team
Facilitator’s Job

- Understand discussion guide questions ahead of meeting
- Set ground rules
- Manage the direction and flow of conversation
- Manage time – see timestamps on discussion guide
- Get questions answered
- Engage all participants in each focus group
- Draw out their own experiences, not generalizations
- Know that you are not alone — You have support during the meeting
Setting the Ground Rules

- Everyone’s voice is important, so we ask for full participation. There is no right or wrong answer.
- You do not have to agree with the views of other people in the group.
- Only one person should speak at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished their responses.
- Please silence your cell phones and turn on video if you’re comfortable.
- Confidentiality – stays in this “room”, no identifiers shared.
- Recording for note-taking purposes only.
Key Facilitation Techniques

- Balancing power
- Mirroring, using attendee’s exact words when paraphrasing
- Getting everyone’s voice in the room
- Drawing out the quiet people
- Redirecting
- Probing/using examples
- Be comfortable with silence
- Parking lot
Facilitation Pitfalls

- Not reining in irrelevant or drawn-out comments
- Overlooking the quiet people
- Facilitator oversharthing
- Dominating/providing leading questions
- Not staying on track
Questions?