



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

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 oversharing
- ▶ Dominating/providing leading questions
- ▶ Not staying on track

Questions?

