**Facilitator Moves: Communication skills and strategies**

**Set the Stage:** Make sure the group is aware of their task and clear about the procedures or protocols

*Possible questions/prompts*

* “Lets take a moment to remind ourselves of the purpose of the protocol…”
* “Lets review the steps of the process we will be doing..”

**Focusing Attention**: Keep the group on topic and focused, limit or reduce repetition.

*Possible questions/prompts*

* “Our task for the next five minutes is to…”
* “Thanks for your comments Bill, but we need to get back to the agenda…”
* “Could you hang onto that comment until the time we have set on the agenda to discuss that material?

**Pacing:** Keep the conversation moving along, this can mean making a judgment call about whether to give more time to an emerging topic of conversation

*Possible questions/prompts*

* “We have just three minutes left for feedback…”
* “Lets take one or two more comments then move on..:
* “I am going to take advantage of this pause to move us on to the next step..”

**Inclusion:** Make sure that everyone has an equal opportunity to participate, encourage those who have been silent to comment or those that have different viewpoints

*Possible questions/prompts*

* “Jen, we have not heard from you yet…”
* “We have heard two comments in favor of that idea, does anyone have a different view?”

**Paraphrasing and Summarizing**: Use paraphrasing as a method of clarifying and checking your perceptions with the group

*Possible questions/prompts*

* “So Bob, you just said….”
* “Please correct me if I am wrong, but I think that Bob and Carma’s comments just summarized the last ten minutes when they said…

**Probing and Inquiring**: Ask participants questions to clarify communication and deepen meaning, try to get group members to avoid vague noun such as “they, everyone, kids..”

* “Please say more about…”,
* “When you say ‘they’ are there specific groups you are referring to?”

**Active listening**: Be genuinely interested in other people's thoughts and feelings. Listen intently. Make eye contact.

**Modeling**: Practice behavior that you want reflected back to you. Try to be non-judgmental. Watch your nonverbal messages; remember to have some fun.

**Waiting or Silence**: Remember that sometimes the hardest thing to do is nothing.

**Scanning/Observing**: Nurture full participation from the group. Watch nonverbal cues in the form of body movement, facial expression, and gesture (may indicate loss of attention, confusion, or discontent)−take a break, change the pace, change the topic, etc.