

MS-PETS Trainer Facilitation Information

On-Site Training Guidelines:

Facilitators: Ask questions, Answer in room, encourage participation, avoid personal experience examples

Use Charts/No powerpoints

Safe environment

Speak slowly and clearly

Respect others

Phones on silent/off

Dress is professional, no tie required

What is facilitation?

Guiding a discussion so participants can engage in high-quality sharing of information on the selected topic.

Introduce topics, move the conversation, answer in the room philosophy

Facilitator speak 10% of time---participants speak 90% of the time...(Facilitation vs lecture)

Facilitation Points:

- Prepare the room...chart in place, greet at door
- State and review objectives
- Speak slowly and clearly, participants raise hand to speak
- Be organized and well prepared...**Practice, practice, practice**
- Enthusiastic about topic
- Make sure everyone participates...Encourage balanced participation
- Maintain good eye contact...Be aware of nonverbal cues
- Call participants by their names...Everyone use Tent Card
- Silence can be good
- The answer is in the room
- Effectively prepared charts
- Participation increases retention
- Time management is critical...Start on time & end on time
- Handouts at strategic point

Chart preparation:

- **Each trainer will receive 1 chart/1 box of markers during training session in Chattanooga**
- Large capital letters-2 or 3 blocks
- 2 colors, never more than three/avoid red & green, blue, black are best
- Volunteer scribe, thank when finished, offer for scribe to contribute
- 2 sheet thickness if posted on wall, leave no marks behind