

## SCHWARTZ CENTER FACILITATOR TECHNIQUES

### TECHNIQUES FOR WORKING WITH SILENCE

1. Acknowledge – “There’s a lot we’re all feeling now. It’s hard to put this into words”
2. Is it silence of being stuck or silence of reflection? (These require different responses)
3. Give permission – “Let’s sit with this silence (with our thoughts and feelings) for a moment”
4. Take a poll – show of hands: “How many people have felt that way; had a similar experience?”

### TECHNIQUES FOR DEALING WITH LONG-WINDED/DOMINATING/OFFPOINT PARTICIPANT

1. Interrupt with kindness –
  - a. “I’m going to interject, what you’re saying is so valuable, so pertinent. Let’s hear what others have to say about this.”
  - b. “I have to stop you right there – what you’re saying is resonating, let’s hear what others are saying.”
2. I appreciate/I wonder: “I really appreciate what you’re saying. I wonder how you are feeling about what happened...”
3. Redirect: “Let’s come back to our experiences”
4. Condense: “You’ve put a lot of thought into this. Could you summarize your main point so others can respond?”

### TECHNIQUES TO ENCOURAGE/DEEPEN GROUP PARTICIPATION

1. Call them group participants, not audience (sounds too passive)
2. Make point that facilitation can come from anyone, anywhere in the room – it’s not ping-pong with the facilitator, encourage all of you to comment on each other’s comments
3. Plant planning committee members in room to model appropriate comments
4. Give permission for silence right after panel presentation – “I’ll give you a minute to collect your thoughts... to think about what you might want to ask or share”
5. Reflect what you’re seeing: “I see a lot of head nodding; tears; intense emotions on faces”
6. Don’t always start with a question (too much pressure on group); can make empathic comment
7. Expand discussion: “We’ve heard a lot from nurses. What about physicians?” “Is there anyone in the back who’d like to share a comment?”
8. When there’s an interesting question to a panelist, try to generalize it to the entire group: G
9. Always provide a summary of main points