Facilitation Skills - workshops are designed for individuals that would like to increase knowledge, skills and practice in the areas of facilitation, presentation, technology supported learning, active learning techniques, program design and program development.

1. Shows strong presentation skills
   a. Fundamental
      i. Is organized in presentation style and maintains organized flow of material
      ii. Effectively uses presentation aids (flipcharts, whiteboards, media, etc.)
   b. Intermediate
      i. Presents ideas and information, regardless of complexity, in a logical sequence others can easily follow and understand
      ii. Maintains eye contact, enunciates properly and projects voice to groups while varying tone or inflection of speech to keep listeners’ attention
   c. Advanced
      i. Carries self well when in front of a group; displays confidence and poise
      ii. Maintains an awareness not only of own verbal and nonverbal cues but also those of the audience and adjusts presentation style accordingly

2. Shows ability to engage and incorporate the group in the discussion
   a. Fundamental
      i. Researches audience in advance to know their needs and interests
      ii. Understands and appreciates the diverse experiences and expectations of participants
      iii. Uses appropriate conversational style to encourage discussion
   b. Intermediate
      i. Asks questions to engage audience and responds to questions to facilitate understanding of information and ideas
      ii. Responds to queries in an open and engaging manner
      iii. Sticks to the purpose of the discussion and redirects as needed
   c. Advanced
      i. Uses analogues and examples to clarify ideas
      ii. Appropriately uses techniques like humor, prompts, and silence to engage participants

3. Addresses topic in objective manner
   a. Fundamental
      i. Considers all opinions and points of view
      ii. Provides clarification and feedback
   b. Intermediate
      i. Is aware of potentially sensitive topic areas and plans accordingly
      ii. Is non-judgmental, rigid or close-minded
      iii. Addresses issues tactfully
   c. Advanced
      i. Presents material and answers questions in an effective, compelling and concise manner
      ii. Able to balance tact and direction
JMU Training and Development Competencies

4. Adequately manages discussion time
   a. Fundamental
      i. Covers all topics within timeframe
      ii. Maintains appropriate pace
   b. Intermediate
      i. Is flexible as needed and able to “go with the flow” of the discussion if on topic and time allows
      ii. Appropriately ends conversations when needed
   c. Advanced
      i. Plans for multiple scenarios and utilizes back-up plans when needed (i.e. when technology does not work, discussion goes off topic, need to fill time, when time is running out, etc…)  
      ii. Seamlessly transitions between topics and activities to remain on schedule

5. Handles difficult situations
   a. Fundamental
      i. Probes to clarify facts/concerns during presentation
      ii. Understands different types of difficult situations and individuals
      iii. Knows tools and techniques to deal with difficult situations and individuals
   b. Intermediate
      i. Effectively handles difficult situations and disrespect individuals using appropriate tools and techniques
      ii. Maintains composure under intense cross-questioning
      iii. Reframes hostile remarks to identify underlying concerns
   c. Advanced
      i. Facilitates discussion and resolution of issues
      ii. Maintains effective delivery of critical or volatile information even in the face of intense scrutiny or opposition

6. Understands team dynamics and how it pertains to group facilitation
   a. Fundamental
      i. Establishes clear expectations for group
      ii. Utilizes processes and practices to create a safe learning environment
   b. Intermediate
      i. Understands how team dynamics impact facilitation and presentation styles and plans appropriately
      ii. Uses a variety of delivery techniques to meet individual and group needs
   c. Advanced
      i. Observes group behavior and alters delivery if necessary
      ii. Effectively utilizes a variety of facilitation techniques and tools to meet group needs
7. Knowledgeable about subject being facilitated

   a. Fundamental
      i. Shows fundamental technical and functional knowledge in subject being facilitated
      ii. Understands how planning and development impact implementation

   b. Intermediate
      i. Shows intermediate technical and functional knowledge and skills in subject being facilitated
      ii. Keeps current on subject through observation, active inquiry and continuous learning

   c. Advanced
      i. Shows advanced technical and functional expertise in subject being facilitated, is considered an expert and resource
      ii. Develops innovative ways of transferring knowledge to others