

Facilitation Tools:

Listening to the Needs of Survivors and
Articulating Their Safety Needs in the
Community

Why facilitation skills?

- ▶ A facilitator “makes something happen”
- ▶ Asks good questions to keep discussion going
- ▶ Helps people draw their own conclusions

Think as a researcher

- ▶ Stage One: Setting the Stage
- ▶ Stage Two: Filling Out the Landscape
- ▶ Stage Three: The Focus
- ▶ Stage Four: Wrap Up and Reflection

Stage 1: Setting the Stage

- ▶ The facilitator(s) introduce themselves
- ▶ explain the purpose/activity
- ▶ Basic ground rules (emphasizing mutual respect and confidentiality)
- ▶ Group is not expected to agree--in fact disagreement and divergent viewpoints are wanted!

Stage 2: Filling Out the Landscape

- ▶ Beginning questions are asked to help people feel comfortable and to begin to sketch in the larger framework for the discussion
- ▶ Open ended questions ask people to fill in their perception of the “landscape”
- ▶ Be ready for:
 - *extreme politeness,*
 - *soft and tentative speaking,*
 - *long pauses,*
 - *some sighing and yawning.*

Stage 3: The Focus

- ▶ Shifts from the general background landscape to the specific issues -- somewhat like a funnel
- ▶ Watch for: “chaining” where people add to what’s been said; “conflict” disagreement or a physical reaction; or, “secondary tension” body language or gestures to others

Stage 4: Wrap Up and reflection

- ▶ Wrap up the group and provide some closure
- ▶ Questions are designed to help participants reflect on things they've learned
- ▶ Final thoughts are solicited and then bring the group to a close
- ▶ Thank participants

Practice Session 1: P's & Q's

- ▶ In this session we will:
 - Give example of different types of questions and examples of probes
 - Group activity
 - Debrief

Breakfast Analogy

- ▶ Question “Would you like breakfast?”
- ▶ Question “What do you like for breakfast?”
- ▶ Question: “What can I get you for breakfast?”

Closed ended question

Question “Would you like breakfast?”

Answer “Yes/No”

Open ended question

Question “What do you like for breakfast?”

Do you like a light breakfast such as pastries and fruit?

Do you like a healthy breakfast like oatmeal and brown sugar?

Or, a hearty farm breakfast of bacon and eggs?

Directed question

Question: “What can I get you for breakfast?”

Response “Eggs, potatoes, toast, and coffee”

Follow-up questions would be “What kind of eggs? American fries or hash browns? White or wheat toast? Do you take cream and sugar in your coffee?” and so on...

Questions and Probes

Focus group on breakfast attitudes

- ▶ Question 1: “Do you feel that having a good breakfast is necessary?”
 - Probes: Do you make it a point to always eat breakfast? Do you skip breakfast?

- ▶ Question 2: “What are ideal foods for breakfast?”
 - Probes: Proteins or carbs? Do you like fresh foods or cooked meals?

Pick a topic from the list:

| | |
|----------------------------|-----------------------|
| Best type of pet | Best holiday |
| Best type of sport | Best season |
| Best place to live | Best color of t-shirt |
| Best way to prepare coffee | ??? |

Activity: Creating Good Questions

- ▶ Topic:
 - Question 1:
 - Probe
 - Probe
 - Probe
 - Question 2:
 - Probe
 - Probe
 - Probe
- ▶ Round 1:
 - Form groups of 3: interviewer, interviewee, and observer
- ▶ Round 2
 - Trade roles with each other and discuss new question

Debrief

- ▶ How was it creating your questions and probes?
- ▶ How well did the questions work out in trials?
- ▶ How well did the note taker(s) capture discussion and summarize?
- ▶ Additional comments?

Practice 2: Grading/ feedback

- ▶ In this session we will:
 - Introduce the facilitator grading sheet
 - Role play a “Fish Bowl” discussion – participants give trainers feedback on facilitation
 - Debrief

Facilitation Grading

- ▶ Facilitators graded on:
 - Establishing the Foundation
 - Engagement of Participants
 - Delivery
 - Facilitator Preparation

Fish Bowl: Edith's Dilemma

Edith is married to Joe and they have two children. They live on Joe's reservation while Edith and the girls are enrolled in another tribe. Edith receives monthly per-capita payments and works full-time. Joe controls all the money because that is what husbands do. Joe is known as a spiritual leader and has no time for "regular work."

Joe slapped Edith once when first married but never to hit her again. In public, he displays loving and caring for Edith / Joe's community calls him a good catch and model father – Joe often calls her names, favorably "a dog in heat." lately Joe often says, "she needs a good ass whopping." He tells the children that Edith does not respect him and doesn't care about her family as she sometimes goes out with her co-workers. Joe also refers to her traditions and people as "dumb bush Indians" and makes fun of her ceremonies.

Edith wants help with her situation but is adamant about staying with Joe as she believes in marriage and that her children should have a father.

How well did they do?

▶ Did the facilitators do well on:

- Establishing the Foundation
- Engagement of Participants
- Delivery
- Facilitator Preparation

▶ Other observations?

Closing

- ▶ Overall feedback
- ▶ Comments or questions
- ▶ Miigwetch