

Facilitation Techniques

WHEN	UTILIZE	BY	BECAUSE
Statements are long, confusing or convoluted.	SUMMARIZING	Using your own words to clearly and succinctly state the main points expressed by the speaker.	It can be calming and reassuring to the speaker to feel heard and understood. It can help others to hear just the main points that were expressed.
Someone is expressing something emotional.	MIRRORING	Acknowledging what they've said by restating their exact words. (Usually, the words we want to ignore)	They feel heard, valued and understood. It lets them know you "get it" and can handle this particular conversation.
Individuals are quiet, vague or withholding.	DRAWING PEOPLE OUT	Using open ended questions to elicit information to gently invite participation. Utilizing a round robin format that gives everyone an opportunity to speak.	Everyone's ideas and opinions matter. If they are a participant, they need to participate.
Several people have something to say.	STACKING	Acknowledging each person who wants to speak and say who will speak and in what order.	It makes room for everyone's voice. It clarifies who speaks, when.

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Multiple topics are being discussed at once.	TRACKING & SORTING	Acknowledging what is happening. Naming each of the topics being discussed. Prioritizing the topics then focusing on one at a time.	It acknowledges all topics raised. It allows the group to assign priority. It gets everyone refocused.
The conversation is dominated by one person or side and they are perceived as more powerful.	BALANCING	Making room in the conversation for “the other side” by asking for different views or ideas. Asking to hear from those who have not spoken.	It encourages diverse views and equal participation. It challenges the myth “silence means consent”. It promotes responsibility and accountability.
Common ground is ignored.	ACKNOWLEDGE AREAS OF AGREEMENT	Stating areas of agreement and confirming these with the group. Summarizing what still needs to be discussed.	It highlights progress made. It encourages the group to continue. It hones in on remaining work.
It is important that a question be answered.	INTENTIONAL SILENCE	Pausing after a question is asked and waiting for a response. Protecting the silence.	It allows time and space for the answer to be articulated and received. It can change the momentum of a conversation or meeting.

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About the Conflict Resolution Program

The Conflict Resolution Program (CRP), part of the University of Delaware's Institute for Public Administration (IPA) is a resource dedicated to supporting transformational and organizational change in nonprofit, public, government, and educational settings. This is done primarily through teaching and promoting effective communication, collaborative problem-solving, and conflict resolution.

To learn more about our work, visit <https://www.bidenschool.udel.edu/ipa/serving-delaware/crp>

