

# Module One

## Facilitating and Listening Skills

### Session Guide

#### **SESSION 2 Facilitating and Listening Skills**

##### *Objectives:*

At the end of the session, the participants will be able to:

1. enumerate facilitating skills needed by a trainer;
2. practice facilitating skills;
3. enumerate listening skills;
4. practice listening skills.

##### *Equipment/Materials Needed:*

Role Play Sheets  
Chairs

**Duration: 1 hour 15 min**

Time	Trainer	Learners
45 min	<p><b>Activity: Role play</b> Prepare the learners by introducing the activity: Participants will be paired off, given a role play sheet or explanation by the trainer, and asked to act out role plays.</p> <p><b>1. Listening role play (1)</b> After the role play, discuss the listening skills listed in the handout (e.g., clarification, restatement, etc.)</p> <p><b>2. Other role plays (2-4)</b> After the role play, discuss the emotions felt by participants during the conversation</p>	<ul style="list-style-type: none"> <li>▪ Perform the role plays as directed by the trainer</li> <li>▪ Discuss the emotions felt during the exercise</li> <li>▪ Identify good and bad behavior while having a conversation</li> </ul>
10 min	<p><b>Being a facilitator...</b> Facilitating skills The art of questioning Asking questions: open ended or closed ended questions? Why? Empathy and listening skills</p>	<ul style="list-style-type: none"> <li>▪ Identify the skills of favorite trainers or people they have encountered in the past</li> </ul>
10 min	<p><b>Steps to becoming an effective facilitator...</b> STEP ONE: Learn to be a good, active listener.</p> <ul style="list-style-type: none"> <li>• Be interested and avoid common barriers</li> <li>• Be aware of concentration limits (15-20 minutes)</li> <li>• Non-verbal cues are important</li> </ul> <p>STEP TWO: Understand what is involved in empathy responding.</p> <ul style="list-style-type: none"> <li>• Be considerate with feelings</li> <li>• Understand the different levels of empathy:</li> </ul> <p><u>Level 1</u>: Inaccurate reflection or distracting comments.</p> <p><u>Level 2</u>: Correct understanding of some of the other person's feelings and circumstances, but other significant factors are misunderstood or overlooked.</p> <p><u>Level 3</u>: An accurate empathy response captures the essence of the talker's feelings</p> <p><u>Level 4</u>: Adding to the talker's self understanding</p> <p><u>Level 5</u>: Fantastic insight</p>	<ul style="list-style-type: none"> <li>▪ Understand the different levels of an effective facilitator and try to determine skills that need to be improved and the ones that are mastered already</li> <li>▪ Enumerate and explain the skills needed by the trainer: <ul style="list-style-type: none"> <li>- Facilitating skills</li> <li>- Listening skills</li> <li>- Questioning skills</li> </ul> </li> </ul>