Facilitation and Evaluation Skills

Decoda Literacy Conference
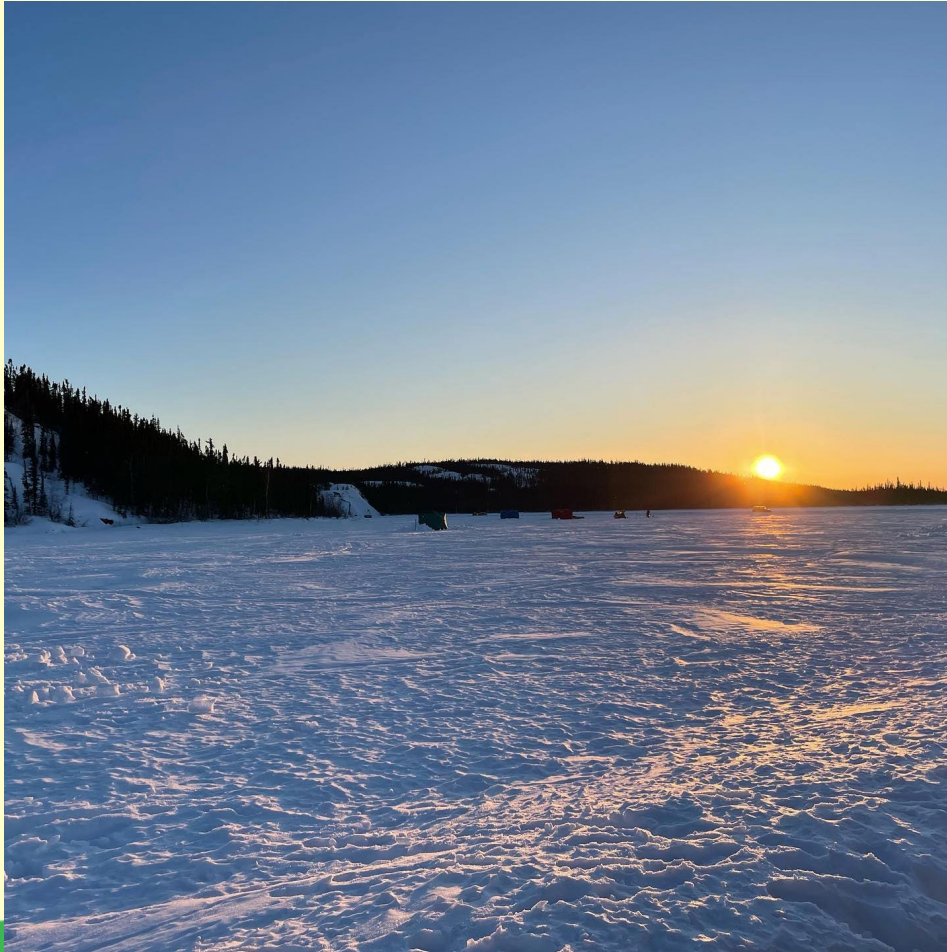
April 19, 2024

Agenda

- What makes a good program?

- What is a facilitator?

- Tips for facilitating

- Facilitation challenges

- Evaluation tools

Land Acknowledgement

Warm-up

- Every good workshop / program has lots of interesting and entertaining warm-ups.

- In your *Facilitation Skills Guide* you have a whole list of icebreakers, warm-ups and team building activities.

- Let's try one!

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Warm-up: Stand up if…

– This is your first time at an NWTLC workshop
– You have wild meat in your freezer
– You flew here on an airplane
– You love to talk
– You speak two or more languages
– You love spending time on the land
– You like tea better than coffee
– You have a child under 10
– You can fix a skidoo engine
– You love winter more than summer
– You like picking wild berries

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Introductions

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What makes a good program?

Think about the different programs, meetings, and workshops that you've attended.

- What made them interesting or successful?

- Write responses on the flip chart on your table.

- Choose one person to report 5 things back to the larger group.

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What is a facilitator?

- The literal meaning of facilitator is "one who makes things easy."

- A facilitator helps a group get to where they want to go.

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What is a Facilitator?

- Can you think of a favorite facilitator you worked with?

  - Add things you liked about their facilitation on yellow Post-Its.

- Can you think of an ineffective facilitator?

  - Add things you didn't like about their facilitation on blue Post-Its.

Characteristics of a Facilitator

A good facilitator:

- Values people and their ideas

- Thinks quickly and logically

- Is an excellent communicator

- Listens closely

- Works with the group to find answers and to find common ground

- Helps people feel comfortable and to say what they feel

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Paint a Facilitator

- Using your canvas, paints, markers or more, create a "super facilitator" with all of the tools and characteristics you use or have seen a facilitator use.

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Good Facilitators

- A facilitator does not talk all the time – 20% facilitator and 80% participants.

- Facilitators help groups reach their goals and feel good about the way the goal was reached.

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Facilitator vs Teacher

Facilitator

- Start from the knowledge of the group.
- Information flows in different directions: among participant and facilitator
- Draws out and builds on the participants' knowledge
- Address issues identified by the group or their community.

Teacher

- Start from their own knowledge.
- Information flows in one direction: from teacher to students
- Bring extensive knowledge of the subject
- Follow a pre-set curriculum.

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Facilitation Tool Kit

- Items to have on hand when facilitating:
  - Pens/pencils
  - Markers
  - Post-Its
  - Tape
  - Items to divide participants in groups (chips, coloured sticks, cards etc.)
  - Cue cards
  - Stickers

Facilitation Tool Kit

- Items to have in your space:
  - Visual Timers
  - Speaker/Sound field Answer buzzers
  - Individual whiteboards and markers
  - Handpointers/sticks
  - Camera

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Review Guide

Let's review the *Facilitation Skills Guide*, and try a few techniques.

Brainstorming

Working together

Participatory

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Brainstorming

Guidelines:

- Every person should contribute as often as possible.

- Evaluation not permitted – every idea is important.

- Concentrate on quantity only - the more ideas the better.

- When one idea stimulates another or elaborates on it, be sure to include both.

- Have fun!

Games

- Games are another way to take a break and have a good time.

- Most of the games that we have are literacy related.

- Look in you *Facilitation Skills Guide* for ideas of games that you can play.

- Let's try some!

Games: What's the Question?

- We will take turns writing a fact in the chat.

- Everyone else must try to guess the question that fact answers.

- Example:

  - Fact: Yellow

    - What is your favourite colour?

    - What colour is your cat?

    - What colour is your parka?

- The first person to figure out the question wins.

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Games: Scrabble

- In your group, each person provides 4 letters to the letter pool.

- The first and last letter of each first and last name gets added to the pool.

- Example:
  - **K**ati**e** **J**ohnso**n** gives KEJN
  - **C**harlott**e** **U**pto**n** gives CEUN
  - **N**icol**e** **S**har**p** gives NESP
  - **Total for team:** KEJNCEUNNESP

Games: Scrabble

- In your group, combine your letter pool.

- In 5 minutes, list as many words as you can using your letter pool.

- Words must be 2 or more letters, and no proper nouns (names of people, places or things).

- The team with the most words on their Google Doc list wins!

Facilitation Challenges

- It is inevitable that you will encounter challenges when facilitating.

- Let's talk about some of the challenges we've encountered and try to come up with solutions as a group.

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Facilitation Challenges

- Each table has a facilitation challenge.
  - Discuss the challenge:
    - Have you had a similar challenge?
    - Have you been a participant during a challenge like this?
    - What have you/would you do in a situation like this?
  - List possible solutions on your paper.
  - Choose a group member to report back one possible solution.

Public Speaking

Tips:

- Breathe and move

- Project your voice

- Clear your mind

- Use positive self talk – use your mind to support you

Facilitation and Public Speaking

Dealing with nerves:

- Plan and be prepared

- Breathe and stretch or shake your body

- Pretend you are talking to your best friend or family

- Don't apologize for being nervous

- Remember that you are not expected to have all the answers - you are there to help *everyone work together* to find the answers

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Why Public Speaking is an Important Skill

- Builds overall confidence.

- Increase your comfort in social situations.

- Helps you run a meeting or workshop more effectively.

- Allows you to be a more effective volunteer or member.

- Enables you to communicate more clearly with others, including relationships with family and friends.

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Activity: Characteristics of a facilitator

- Let's play BINGO!

- Your BINGO card is full of characteristics of a good facilitator.

- As the words are called out, cross them off on your card.

- When you have a full line, any direction, yell "BINGO" to win a prize!

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Overview of Facilitation Skills

1. Make people feel welcome
2. Develop ground rules
3. Go over the agenda
4. Help everyone take part
5. Keep it focused
6. Be flexible
7. Don't get bogged down
8. Summarize
9. Use warm-ups and energizers to keep it lively!
10. End on time

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Why is Evaluation Important?

- Evaluation determines how well your program is achieving what you want it to (your objectives) and outcomes.

- The feedback from an evaluation will help you make decisions about your program.

- Ideally, your evaluation will be of equal benefit to your organization, funders, and those you serve.

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Why is Evaluation Important?

An evaluation is really just the story about your program over a certain period of time. The story includes your program planning, delivery, and even post-program activities. The story includes:

- Reflections and feedback about how it all went.

- What were the results and how do they compare your original objectives and hopes for the program?

- How you could make it better and would do it differently for another time?

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Activity: Give Aways and Take Aways

Green: What do you hope to take away from today's session?

Yellow: What idea or activity would you like to share?

Types of Evaluation

A **formal** evaluation will have a specific strategy and plan to carry for the duration of your program with an evaluation report at the end of the program. It may be something your funder has asked for. For large projects, you may work with an external evaluator to plan and conduct an evaluation.

A more **informal** evaluation may involve your own ongoing observation and activities with participants and instructors to get their feedback.

Types of Evaluation

Formative evaluation involves ongoing monitoring of and collecting feedback on your program throughout. A formative evaluation provides information so you can make changes during the program if you need to.

Summative evaluation assesses all the information you collected throughout the program. It is taking stock of all the information that you collected up to the end of the program or project.

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Evaluation with an Indigenous or culturally appropriate lens

Indigenous evaluation has been described as evaluation that meets Indigenous peoples' own goals and respects their cultural context and protocols.

The interest of evaluation for Indigenous peoples is on continual improvement and considers more than just the individual; family, communities, and everyone.

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Activity: Toss the Ball

1. How have you been involved in evaluation?

2. What was the experience like?

3. What worked well?

What were 1 or 2 themes that came out of your discussion?

What is your favourite evaluation method?

Activity: Values Tree

It's critical to consider the importance our values when carrying out evaluation.

Work in groups to brainstorm values that are important to guide an evaluation. Put your three favourite values onto the blank leaves and then on the tree.

Activity: Gallery Walk

- Participants break into groups.

- Each group will answer one question.

- After a few minutes, the group will be asked to move to a second question and add their responses there, and so on.

- Once every group has had a chance to answer every question the whole group will do a gallery walk together with comments and any questions.

Types of Evaluation

- Interactive evaluation activities
- Group feedback or sharing activities
- Interviews/conversations
- Written feedback
- Online surveys
- Facilitator observation
- Other

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