



Grant Agreement no. 784988

Activity acronym: ECO2

Activity full name: Energy Conscious Consumers

Deliverable D3.2 ECO2 Facilitation Courses

AUTHORS: SIMONE DIAS; FERNANDA SANTOS; VALTER SOUSA; BEATRIZ GRANADEIRO; CELINA SANTOS;

ORGANISATION NAME OF LEAD BENEFICIARY FOR THIS DELIVERABLE: DECO



Funded by the Horizon 2020
Framework Programme of the
European Union



HOW TO BE A FACILITATOR

TELL ME AND I FORGET.
TEACH ME AND I REMEMBER.
INVOLVE ME AND I LEARN.

Benjamin Franklin

1.

WHAT IS A FACILITATOR?

ROLE & RESPONSIBILITIES

FACILITATOR

[noun] fa·cil·i·ta·tor

one who helps others learn or who helps make things easy.

The facilitator controls the “process” of the meeting, not the “content”, guiding the group through the session outline.

FA
CI
LI
TA
TOR

FA CI LI TA TOR

What is exactly a facilitator?

*The facilitator should “**help create the process, adjust it, keep it heading in the right direction and, most importantly, keep the people attached to it**”. (CoE)*

Note: Facilitating is not teaching or training, there is no transmission of knowledge, neither the facilitator needs to be an expert on the topic.

CoE – Council of Europe

THE ROLE OF THE FACILITATOR



To **GUIDE THE GROUP**
through the session
outline

To **BE NEUTRAL**
AND NOT TO
PARTICIPATE in
the debate

To **DECIDE**
WHOSE TURN
it is **TO SPEAK**

To **PROVIDE A SAFE**
ENVIRONMENT for
collaboration

To **DECIDE**
WHEN TO TAKE
A BREAK

To **ENSURE THE**
GROUP begins
and ends **ON TIME**

2.

HOW TO BE AN EFFECTIVE FACILITATOR?

PRINCIPLES TO SUPPORT THE GROUP'S DISCUSSION:



EMPATHY

TRY TO SEE FROM OTHERS PERSPECTIVES OR TO BE IN OTHERS SHOES



ACCEPTANCE

SUSPEND JUDGMENT AS BEST YOU CAN



ACTIVE LISTENING

TO REALLY TRY TO KNOW PARTICIPANTS AND FIND THE BEST STRATEGY TO ENGAGE THEM



CURIOSITY

ASSUME THAT OTHER KNOW SOMETHING YOU DON'T, SEEK TO UNDERSTAND THEM RATHER THAN PERSUADE.

PRINCIPLES TO SUPPORT THE GROUP'S DISCUSSION:



DIVERSITY
INVITE AND
HONOUR DIVERSITY
OF OPINION



SINCERITY
SPEAK WHAT HAS
HEART AND
MEANING



BREVITY
GO FOR HONESTY
AND DEPTH, BUT
DON'T GO ON AND
ON



RESPECT
FOR THE
PARTICIPANTS
PERSONAL LIFE
BACKGROUND AND
EXPERIENCES

3.

THE PROCESS OF FACILITATION

PLAN IN
ADVANCE

MAKE RULES
CLEAR

CLARIFY

CONCLUDE

PRESENT AND
INTRODUCE

MANAGE
DISCUSSION

SYSTEMATIZE

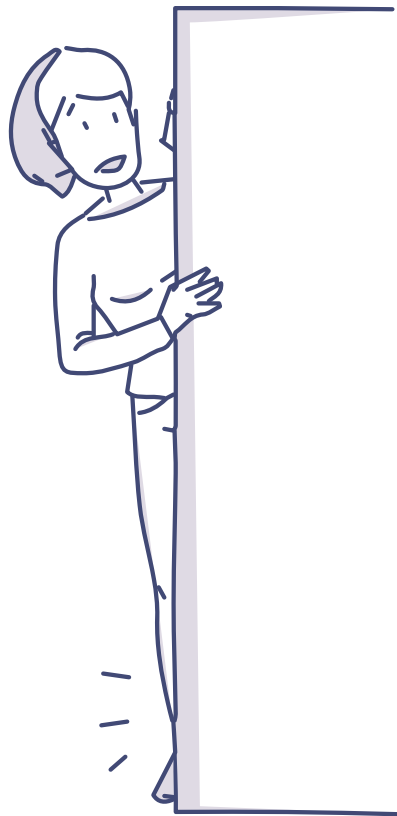
PLAN IN
ADVANCE



UNDERSTAND THE GROUP

IDENTIFY THE NEEDS OF
YOUR TARGET-AUDIENCE

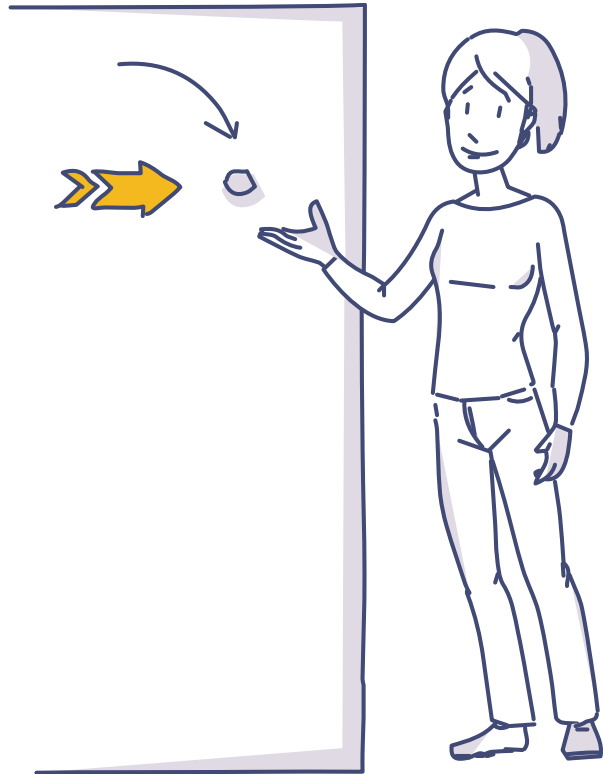
PRESENT AND INTRODUCE



**PRESENT THE
CONTEXT OF THE
MEETING**

**EXPLAIN THE PURPOSE
OR OBJECTIVE OF THE
EVENT AND THE
IMPORTANCE OF
PARTICIPATION**

PRESENT AND INTRODUCE



**HIGHLIGHT THE INDIVIDUAL
AND COLLECTIVE LEARNING
OPPORTUNITIES WITH THIS
PARTICIPATION**

**ANNOUNCE THE AGENDA:
HOW THINGS WILL WORK,
DURATION**

MAKE RULES CLEAR



EVERYBODY MUST AGREE THAT:

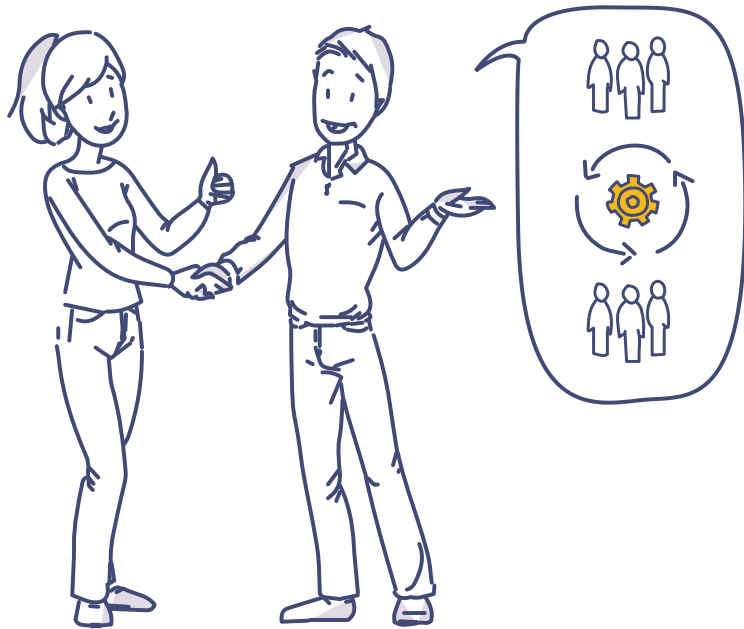
- THERE ARE NO RIGHT OR WRONG ANSWERS
- ONE SHOULD LISTEN AND TRY TO UNDERSTAND WHAT OTHERS ARE SAYING
- ALL SHOULD DEBATE WITH NO PREJUDICES
- PARTICIPANTS NEED TO BE WILLING TO LET GO OF THEIR CONVICTIONS AND FIND A COMPROMISE

MANAGE DISCUSSION



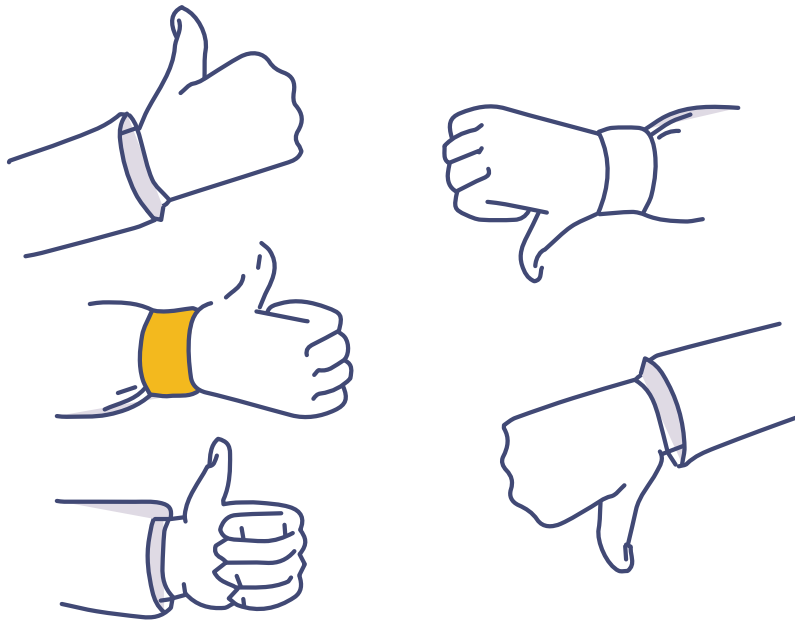
COLLECT CONTRIBUTIONS
MOTIVATE TO PARTICIPATE
REDIRECT QUESTIONS AND
COMMENTS
ASK POWERFUL
QUESTIONS AND SHIFT
PERSPECTIVE IF GROUP IS
STUCK

MANAGE DISCUSSION



USE AND EXPLORE THE
EXPERIENCES OF
PARTICIPANTS
SHARE RESPONSIBILITIES
PREVENT/MANAGE
CONFLICTS OR TENSIONS
THAT MIGHT ARISE
KEEP TRACK OF TIME

SYSTEMATIZE



**HIGHLIGHT CONSENSUS
IN THE GROUP**

**TAKE NOTE OF
DIFFERENCES,
WITH RESPECT AND GIVING
VALUE TO DIVERSITY**

CLARIFY



TAKE NOTES (IF ADEQUATE,
NOTES CAN BE VISIBLE FOR
THE GROUP)

CLARIFY IDEAS

REPHRASE, WITH NO
JUDGEMENT, TO MAKE SURE
YOU UNDERSTOOD WELL

COLLECT GENERAL OPINION
OF THE GROUP ABOUT MOST
IMPORTANT OR HARD
TOPICS

CONCLUDE



REMINDE THE PURPOSE
THANK EVERYONE
FOR THEIR
CONTRIBUTION
EXPLAIN ANY FOLLOW
UP (IF APPLICABLE)

4.

SELF-FACILITATION

WHEN PART OF THE GROUP

PRINCIPLES TO IMPROVE YOUR PARTICIPATION IN A GROUP'S DISCUSSION:

LISTEN CAREFULLY
TO WHAT OTHERS
HAVE TO SAY AND
ASK QUESTIONS

FOCUS ON THE
SUBJECT, DON'T MAKE
IT PERSONAL

THINK LIKE A MEMBER
OF THE COMMUNITY
LOOKING FOR
COMMON WELL BEING

BE BRIEF AND
RELEVANT IN YOUR
COMMENTS

PRINCIPLES TO IMPROVE YOUR PARTICIPATION IN A GROUP'S DISCUSSION:

LISTEN CAREFULLY TO
WHAT OTHERS HAVE
TO SAY AND ASK
QUESTIONS

PAY ATTENTION
TO YOUR NON-VERBAL
COMMUNICATION

MAINTAIN A
COLLABORATIVE, OPEN-
MINDED APPROACH

DON'T INTERRUPT
OTHERS SPEAKING.
PARTICIPANTS MUST
SPEAK ONE AT A TIME

The logo for ACT4ECO features a yellow electrical plug icon on the left, followed by the text "ACT4ECO." in a bold, sans-serif font. The "ACT4" is in dark blue, and "ECO." is in yellow.

GOOD LUCK



Funded by the Horizon 2020
Framework Programme of the
European Union