

Facilitation Strategies

MDF SUPPORT GROUP FACILITATORS

Community Agreements

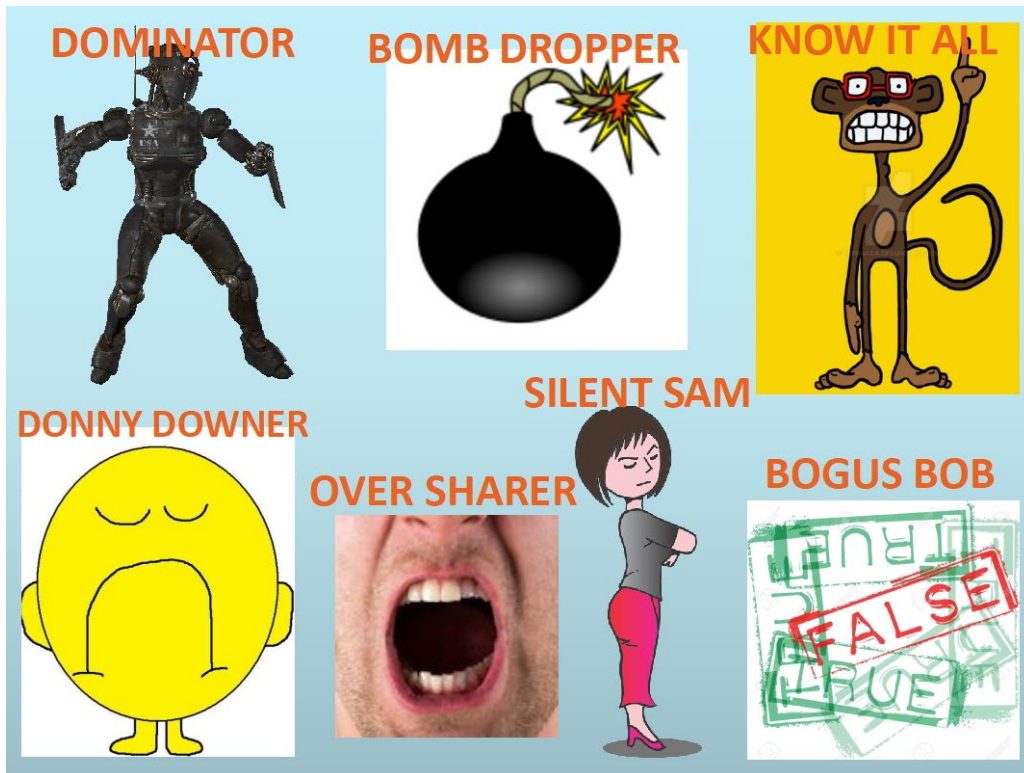
- Hold confidentiality—what is said here, stays here; what is learned here, leaves here.
- Make space for all voices.
- Step up, step back.
- Respect each person and the group.
- Assume good intentions.
- Ask questions.
- Share when you are ready.
- Offer respect and support, not medical advice.
- No judgement.
- Be kind.
- Listen.
- Be inclusive.
- Be flexible.

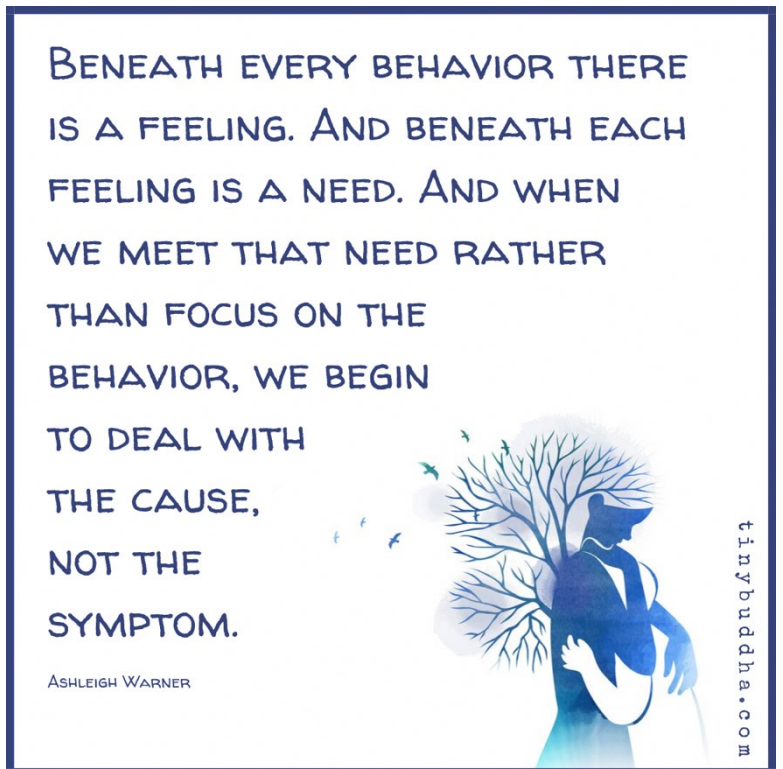
Structures supporting the group

- Creating and honoring group guidelines
- Sticking to agendas, topics, and time agreements
- Using routines and rituals—introductions, check-ins, reviewing group agreements
- Modeling behavior
- Switching to small groups or pair sharing
- Assigning tasks
- Sharing leadership
- Establishing relationships with members

Actions you can take in the moment

- decide to let it go
- name it
- remind of group guidelines
- ask questions
- listen
- provide clarity
- make a request
- shift the energy
- take a break
- break into smaller groups
- address the person or persons directly





5 questions to consider

- What feelings might be present for this person?
- What needs might this person have?
- What could you say in the moment?
- What could you share privately, by chat or after group?
- What is one group agreement that might be helpful here?

Actions you can take outside the group

- Take care of yourself. Identify your feelings and needs in the situation.
- Get advice from another facilitator or MDF staff and revisit the topic or challenge at the next meeting.
- Engage in a one-on-one conversation with member privately. Listen, ask questions, empathize, share your concerns, offer a choice, and come to an agreement.

Last thoughts

- Assume good intentions.
- Release the idea of perfect or even problem-solving.
- Take care of yourself and your own needs.