

# **MODULE 1**

## **Appendix**



## FACILITATOR TRAINING AID

### QUESTIONS AND ANSWERS FOR THE NETWORKING ICEBREAKER EXERCISE

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#### #1

Question: What is one difference among the roles of leader, manager, and facilitator?

Answer: The leader is concerned with doing the right thing and sets the direction. The manager is concerned with doing things right and sets the pace. The facilitator is concerned with helping people accomplish the work and achieve the desired outcomes.

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#### #2

Question: What are some factors to consider when choosing between the leader, manager, or facilitator role?

Answer: The nature of the task and the degree of support or buy-in needed by others.

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#### #3

Question: What are two of the key elements of the Facilitation Model?

Answer: Knowledge of self and understanding of group dynamics and development.

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#### #4

Question: What is the most powerful and influential tool a facilitator can bring to a group he or she is facilitating?

Answer: Self-knowledge.

**#5**

Question: What is the Hardy Educational Learning Profile?

Answer: A self-assessment instrument to identify how you prefer to approach learning situations and gather and process information in those situations.

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**#6**

Question: What is one difference between children and adults as learners?

Answer: Children accept the information being presented at face value. Adults need to verify the information based on their beliefs and experiences.

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**#7**

Question: One of the Adult Learning Principles is: *Allow Debate and Challenge of Ideas*. Why is this important?

Answer: Adults want to express their ideas, hear all sides of an issue, and then make their own decisions about it.

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**#8**

Question: What are the four important skills for showing others you are paying attention to them?

Answer: Face the participants, maintain appropriate eye contact, move toward your participants, and avoid distracting behaviors.

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**#9**

Question: Effective listening involves two steps. What are they?

Answer: Listening to the words being expressed and then paraphrasing what was said.

**#10**

Question: What is the “rule of thumb” for length of time to wait between asking a question and receiving a response?

Answer: Count to 10.

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**#11**

Question: What are three acceptable ways to respond to questions?

Answer: Provide the answer yourself, redirect the question to an individual or the group, or defer the question.

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**#12**

Question: What is RISC?

Answer: A model for giving effective feedback.

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**#13**

Question: Most challenging behaviors fall into what three categories?

Answer: Underparticipation, overparticipation, and hostile or aggressive participation.

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**#14**

Question: What technique might you use with a participant who is underparticipating?

Answer: Give frequent eye contact and other nonverbal reinforcement.

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**#15**

Question: What are the four steps in effective meeting management?

Answer: Planning, Organizing, Conducting, and Concluding.

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**#16**

Question: What is a technique used to facilitate audioconference meetings?

Answer: Ask participants to identify themselves before speaking and to state to whom they are directing their comments, if not the entire group.

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**#17**

Question: What do the learning styles, Concrete-Objective and Concrete-Subjective, have in common?

Answer: Both prefer to deal with information that is fact-based, detailed, and practical.

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**#18**

Question: The creative process involves what two types of thinking?

Answer: Generating/expanding and narrowing/selecting thinking.

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**#19**

Question: What are three of the guidelines for selecting an appropriate decision-making method?

Answer: Quality of decision, time available, and degree of buy-in required.

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**#20**

Question: What is one tip for moderating a panel discussion?

Answer: State the topic and what's important about it, relate why it should be of interest to the audience, then introduce each panel member in a way that establishes his or her credibility to speak on the topic.