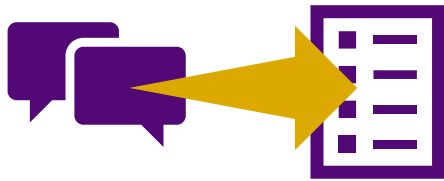


FACILITATION TIPS & TOOLS FOR NEW MEMBER EDUCATORS FALL 2020

Getting Started
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Tips & Tricks
Environment Matters
Flexing Your Facilitation

GETTING STARTED

The New Member Experiences may be one of the first opportunities you've had to facilitate a program or programs for your peers. Successful facilitators not only provide information, but also guide participants in their learning experience by following the 80/20 rule of engagement; listen 80 percent of the time and speak 20 percent. You should work to summarize, clarify, and reflect participant statements. Below are some prompts to get you started in each category.



Summarize

Summarizing is useful when you want to capture the key concepts of a participant's response. This helps check for understanding and repeat the main points for the group.

- "Let me be sure I understand..."
- "To summarize, I heard you say..."
- "What I heard was..."



Clarify

Use clarifying techniques such as asking questions to add specificity to a participant's response. They can also be used to tease out additional information from the participant.

- "Help me understand..."
- "Tell me more about that..."
- "Could you be more specific..."



Reflect

Providing a reflection on a response acknowledges and affirms the emotional content or its purpose in forwarding the discussion.

- "That sounded like a ____ experience. Thanks for sharing."
- "That's a great example of what we've been discussing..."

Be humble enough to admit when you are having trouble, or do not know an answer and be conscientious enough to look for one – then do that. There is great integrity in saying "I don't know the answer to that question, but I will find out".

VIRTUAL FACILITATION

Preparing for your Meeting

Make sure you are familiar with the meeting platform such as Skype, [Zoom](#), Discord, Google Hangouts – whatever you've chosen. . Check with your campus for what resources they have available for you and if there aren't any reach out to your Field Secretary.

If you're using Zoom check out their How to Guides for new, interactive ways to use the platform. <https://support.zoom.us/hc/en-us>

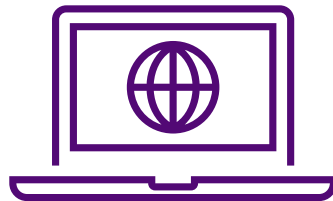
Ensure that your members are familiar with the meeting platform and have the appropriate credentials to log in

Any material that the New Members need, make sure you are prepared to give them or have already emailed. Remember, using [The Fraternity's New Member Education Program](#) is required for most chapters and suggested for the rest.

Plus, why recreate wheel?

Encourage the use of cameras so that you can see your members and they can see you.

For large new member classes consider having potential Big Brothers or chapter leaders serve as co-hosts to help you manage the technology.



During the Meeting

Try to make sure each person has at least one touch point of direct interaction

- Assign breakout groups
- Call on New Members to give an opinion or ask a question
- You can have New Members act as “pilots”, giving over the flight controls so they can share their screen and take notes
- Do not put anyone who has participated down and be encouraging of responses you receive – even if they need work

Be mindful of the group

- If you are having a discussion, make sure to clarify or repeat take-aways from individual conversations for the benefit of the group
- If an individual gives a good answer, ask them to repeat it.
- The group, or individuals within, may want to go off topic from your lesson plan

Socializing is good, members should be friends – allow a couple minutes for folks to say what they want then take control and get back on track

If they are raising an issue with the class, or a complaint about their experience it – acknowledge it and allow time at the end to address it.

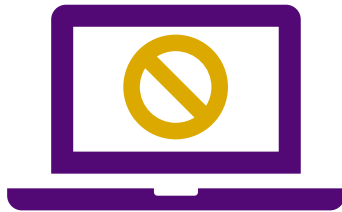
TIPS AND TRICKS

We can always grow in our ability to share information with and amongst Brothers. Find some tips and tricks below for managing the room, helping Brothers get the most of their experience, and prepare ahead of time.



Participants might distract each other throughout the experience

- Address distractions or inconsistencies in the moment
- Acknowledge any concerns and refocus on the topic at hand
- Pull individuals to the side during group activities to privately address behaviors affecting the group.
- Refer to the Discussion prompts page for clarifying questions and statements to use.



Technology is a great asset and liability.

- Download the PowerPoint onto a flash drive and/or the computer desktop
- Print out a copy of the slides to have with your facilitator guide in case AV is not available or working.
- Check all connections are working 15-30 minutes before your session
- Contact building staff for assistance if something is not working the way it should or you are having technical difficulties. They are knowledgeable and ready to assist you.

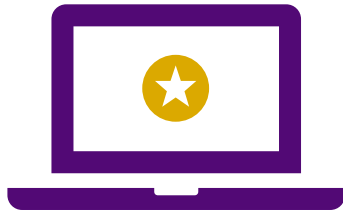


Facilitation is a skill that develops over time.

- Review the curriculum early and often so material stays fresh
- Practice once before your first program to get the concepts and add your voice to the material.
- Ask for feedback that highlights your strengths and areas to improve next time.
- Keep hydrated with your favorite water, tea, or juice.
- Get yourself in a positive headspace to give your best to your Brothers.

ENVIRONMENT MATTERS

The content of the New Member Education Experience is just one piece of the puzzle. Where the education takes place is just as important to consider. Below are some considerations to make when facilitating in physical and virtual spaces.



Facilitating in a virtual environment can be an adjustment that takes practice. Different skills are used than in face to face training. Think about the following:

- Make sure all New Members have access to the virtual platform.
- Practice sharing your screen and advancing slides before going live with a lesson.
- Practice putting people into groups or breakout rooms for one-on-one or small group discussion.
- Make sure your meeting is secure – make use of waiting room and lock meeting features to keep it to Brothers and New Members.
- Type questions into the chat before sending New Members into small group breakout rooms.
- Consider having a New Member Education Assistant who manages the technology features, so you can focus on facilitating the content.



Facilitating in a physical space also takes practice. This style of facilitating may feel more familiar and comfortable for you. Think about the following:

- Consider the tone you want to set for the New Members and pick an appropriate space for learning.
- Be sure the space is large enough to facilitate comfortable movement of all Brothers and New Members.
- Think about accessibility – what space meets your needs and is easily accessed by New Members?
- Plan to arrive early to set up the space, check that technology is working, and get settled.
- Leave the space better than you found it – pick up any trash, erase boards, and turn off lights and tech.

FLEXING YOUR FACILITATION

The New Member Education Experience is designed to fit the needs of a variety of chapters– both large and small. However, there are some important considerations to make when working with small (less than 10) or large (more than 25) New Member classes. See below for specific details on how to make the activities best resonate with your chapter.



Small New Member classes offer a unique opportunity to build deep relationships quickly and provide potentially deeper dives into the material. They will likely move through facilitated content quickly, as well. Some additional considerations with groups of 10 or fewer New Members:

- Hold conversations as a large group. Splitting into small groups with a class of 10 can stall the flow of the curriculum and cause New Members to check out.
- Resist the urge to add more to the program. Moving quickly might give the illusion that you can pack more information into the program. Rather than adding more, use the facilitation question on the previous page to encourage deeper exploration of the content.



Large New Member classes may take more time to move through the content or may need additional time to create meaningful relationships with one another. Some additional things to consider with groups of 25 or more:

- Encourage small group conversation. This allows New Members to get to know each other better while moving through the curriculum.
- Consider your budget and materials needed for the New Member experience and be sure to allocate funds for writing utensils, printing, and other costs.
- Evaluate your space. It can be challenging in some spaces to see a visual aid or move around during activities. Consider these factors when reserving rooms for different events.