

Positive communication and supportive language

The words you use create pictures in people's minds...

The objective is to have the group members create positive pictures of their ultimate goal rather than negative pictures of what they are trying to avoid.

Take a look at the following table which outlines several things you should, and shouldn't be doing to help group members create positive pictures of their ultimate goal.

Try	Rather than
Listen carefully to the participant	Don't interrupt while the group member is explaining
Stay with the conversation until the participant is pleased	Don't move on until the group member is happy
Make the room come alive – it reinforces learning	Don't create boring overheads
Be mindful of who is in the room and their sensitivities	Don't use inappropriate humour
Stick with the process even if it is tough going – you will model the importance of perseverance	Don't forget to come back after lunch
Be positive about your topic and the material you are delivering	Don't use negative talk

Other things to consider...

Continuously affirm success

When you expect the group members to succeed they usually do. Facilitation needs a positive state of mind and use of appropriate strategies. The state of mind comes first. Continuously communicating an expectation of success is a major factor in achieving good results

Enthusiasm

Group members' attitude to the subject is critically affected by your own. If you are enthusiastic, having fun and enjoying the feeling of discovery, they will feel the same.

Create rapport with the participants

Studies show that the student's relationship with their facilitator is the single most important variable in how they learn. Rapport can be created by:

- Using open body language
- Friendliness & smiles
- Projecting attitude of a consultant, rather than an authority figure
- Using peoples' names
- Acknowledging contributions as they are made
- Greeting people as they arrive
- Spending breaks talking to people

Delivery

Effective delivery can be entirely compatible with your own personality. You do NOT have to be a show person to deliver an effective course!

Become a group work superstar! Would you like to know exactly what it takes to become a creative, exciting and effective group work facilitator?

[**Click here to discover how we can help you**](#)