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# Working the room: Facilitation skills and challenges

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# The big four questions

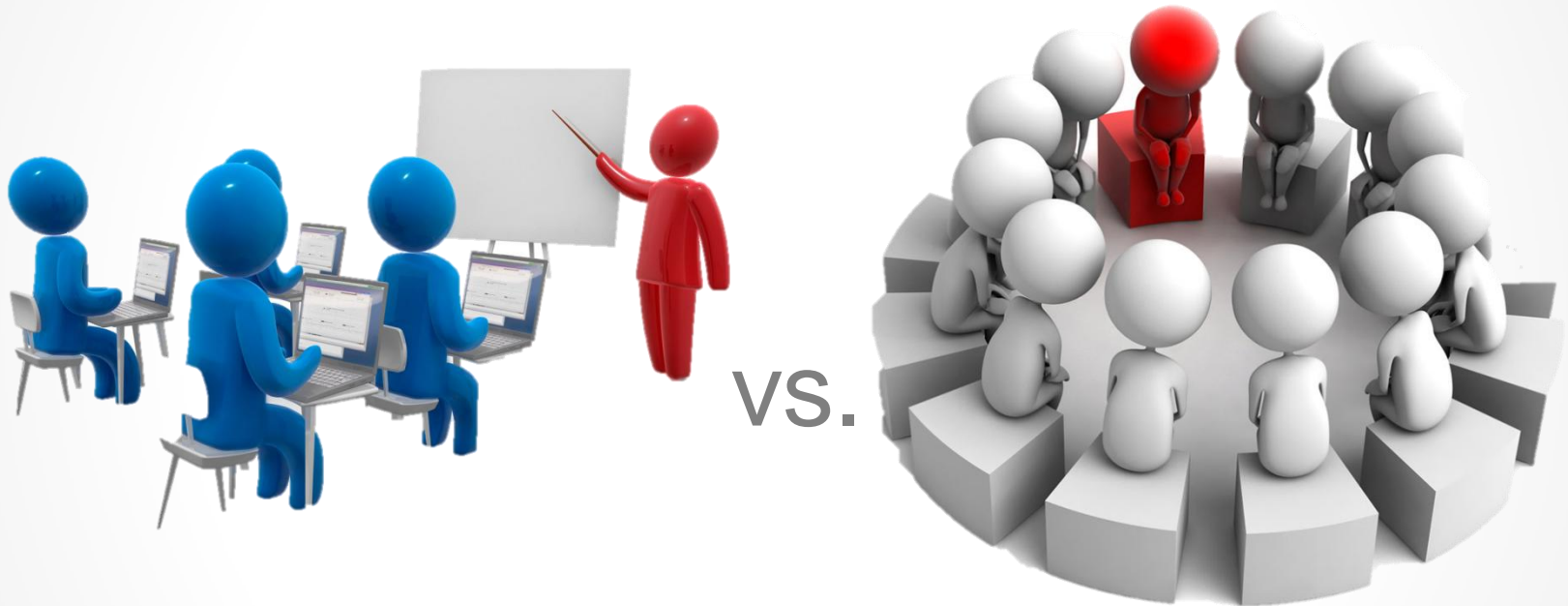
An introduction to:

- Who are adult learners?
- What's your learning (and facilitating) style?
- Working the room – Who do we learn from?
- Managing the room – What are the challenges of facilitation?



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# Training vs. facilitating



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# “Adult learning is a process of active inquiry, not passive reception.”

Knowles (1990)

Adult learners:

- Have a range of knowledge and experience
- Need to validate info from their own values set
- Are responsible for their own learning
- Need to decide what is important to learn
- Expect what they are learning can be applied immediately.



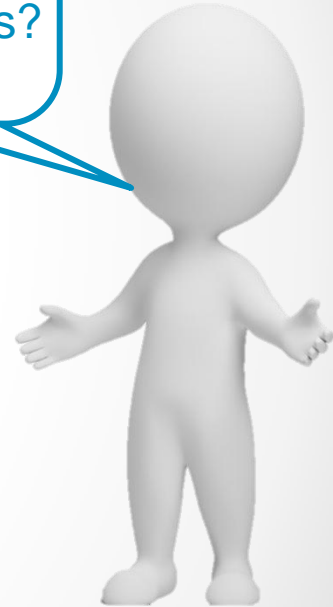
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# How do we learn?

Adult learners:

- Want to be actively involved in their learning
- Need practice and reinforcement
- Need to see relevance to their life/work
- Like to challenge and reflect on ideas
- Have increased power of comprehension
- Need to feel confident in the learning environment
- Have different learning styles.

What do you  
know about  
adult learners?



# Learning styles – What kind of learner are you?

Visual	Auditory	Kinesthetic
Prefer graphs, charts, illustrations and other visual aids	Prefer explanation of what is coming and conclude with verbal summary	Prefer activities, music, colour, movement
Visual activities – workbooks, flip charts, drawing	Auditory activities – brainstorming, discussion groups	Kinesthetic activities – games, toys, brain breaks
Remember what they see	Remember what they hear and say	Remember what they do
“I see what you mean” “Show me what you mean” “We see eye to eye”	“I like the sound of that” “Let’s discuss it” “That rings a bell”	“I’ll just fiddle around with it till I figure it out” “I’ll give it a go”



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# NEWS FLASH

We teach how we learn!

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We learn from people we like

Who do we learn from?





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# We learn from people we trust



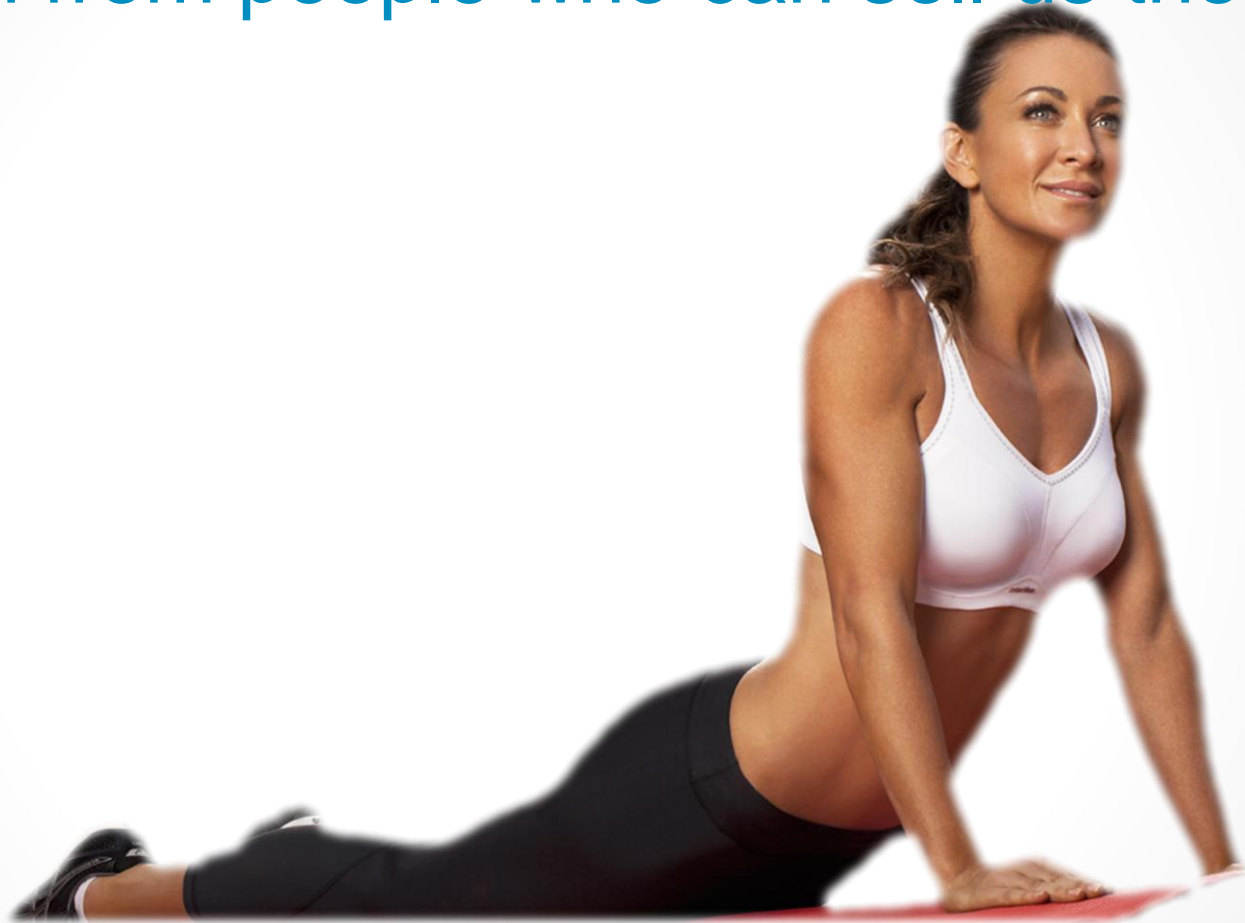
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# We learn from people we respect



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We learn from people who can sell us the  
benefits



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We learn from people who entertain and engage us



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We learn from people who we believe are  
sincere



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# Managing the room

Responding when:

- You don't know the answer
- The mobile phone rings
- Someone disagrees with you
- Someone is late to arrive
- Someone is consistently late
- Someone is 'not yet competent'
- Someone is moving ahead of the rest of the group
- They don't like your style
- They aren't listening





# Managing the room



Anticipate challenges:

- Know your learners
- Know your content
- Practice, practice, practice
- Set the stage physically
- Set the stage psychologically
- Enjoy yourself – it's catching!



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# The big four questions

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Want to know more?

There is information available at the click of your keyboard.

Or contact [janaewing@yahoo.ca](mailto:janaewing@yahoo.ca) for more information.

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