

POCKET PHRASES

Plainly worded statements for better facilitation



BE CURIOUS

Gather information to more effectively respond

- Tell me more.
- What experiences have you had with this?
- What would that look like?
- What was the outcome?

ENCOURAGE REFLECTION

Invite participants to deepen their self-learning

- How did you come to that?
- Could you help us understand the reasons behind your opinion?
- What about you do people need to know in order to understand your perspective?
- Let's explore that further.

USE YOUR ASSETS

Invite other participants into the dialogue

- Does everyone agree?
- Has anyone had a similar/different experience?
- What are we missing that needs to be talked about?
- What do others think?

PHRASES TO STOP USING

That's interesting.

Interested listeners don't just say something is interesting and move on; they ask questions and draw connections.

I agree.

As facilitators, we carry power in dialogue. Statements that share your opinion typically validate one participant's perspective over another, and damage group trust in the process.

Me too!

As a facilitator, it's never about you. Better to ask what the participant learned from their experience, not insert your own.

Thank you for sharing.

Acknowledging the contribution of a participant is important, but saying it after every comment interrupts the flow of dialogue and centers the facilitator's approval as necessary for participants to continue.