

NEED Workshop Facilitator Expectations

Whenever people gather together to achieve goals, some rules of conduct and professional expectations are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting your role as an NEED workshop facilitator, you have a responsibility to NEED, workshop sponsors, and workshop participants to adhere to certain professional expectations and rules of behavior and conduct. The purpose of these rules is to be certain that you understand what conduct is expected and necessary to make the workshop an enjoyable, successful and valuable experience for everyone.

1. Keep personal obligations to an absolute minimum during the workshop. Other obligations occasionally arise and dealing with them during the workshop may be unavoidable; however, such occurrences must be the exception. Personal obligations include, but are not limited to: family matters, personal business or social needs, and school obligations. During workshop hours, cell phone calls, email, and other personal means of non-workshop related communications must be kept to an absolute minimum.

2. Act in a professional, mature and responsible manner at all times. Refrain from:

- Consuming alcoholic beverages during workshop hours.
- Telling off-color jokes or making any comment that could offend another facilitator or workshop participant. This expectation applies not only during workshop hours, but at social gatherings outside of workshop hours. It is important to be sensitive to cultural, religious, gender and other differences.

3. Dress professionally.

4. Model general safety practices and procedures at all times.

5. Practice the rules of a great facilitator:

- Be on time and be prepared
- When presenting, move around the room and focus on all parts of the room
- Know your content well
- Be flexible when difficult situations arise
- Be enthusiastic about the training topic
- Effectively manage the learning setting
- Ensure the participants learn by keeping them actively engaged and on task
- Model the expectations you have for the participants at all times (e.g. if you're co-facilitating don't engage in side-bar conversations during another facilitator's presentation) – it is your responsibility to remind other facilitators who are not following this rule

6. Manage your emotions and treat participants professionally and courteously at all times no matter how difficult you might view them. Never be condescending or sarcastic.

7. Be prepared to provide suggestions on who might be outstanding candidates for expanded roles with NEED. In order to do this, take advantage of every opportunity to learn participants' names by interacting with them during activities. During meals, try to eat at a table with participants, as meals offer important opportunities to learn from your peers and to learn about your peers.

8. If you are co-facilitating, take on the role of group management during every session you are not leading. Make sure you are circulating throughout the room to discourage sidebar conversations and to encourage participants to be on track. You don't have to openly confront or embarrass participants as your physical presence will send the message to those who aren't on task or being considerate to others.

9. Be aware of your surroundings and of upcoming needs. Often, just increasing your awareness of the next activity, the next task, and of the general surroundings will allow you to assist an individual or a group of participants in a more meaningful way.

10. If you are co-facilitating, pay attention and listen to instructions of the other facilitator; be certain that you understand the instructions and your responsibilities for each session or activity that you are not leading.

11. Be available before, during and after the workshop to trouble-shoot and assist participants.

12. Remember that no task is too trivial and all needs and responsibilities should be taken seriously.

13. If you are co-facilitating, provide feedback to the other facilitator and consistently consider ways that the team can improve and that you can improve as a facilitator.

14. Bring your sense of humor, enthusiasm, and patience.