Reflections

Key elements

- Acknowledge strong emotions (positive or negative) to normalize the participants’ response and increase the comfort of the group

- Acknowledge emotion when a participant appears upset or becomes disruptive in order to diffuse an uncomfortable situation

- Use to invite further exploration of a topic

- Use to recognize what is happening in the group, e.g. “Sounds like there is some confusion about…”

- Choose what to reflect in order to guide or redirect the conversation

- Use as a bridge from one topic to another

Facilitation Skills
Reflections

Your reflections: