

# 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**

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**Your reflections:**

