

## **Facilitator Competencies**

Your effectiveness as a facilitator relies on your knowledge, skills, and individual characteristics or behavioural competencies. It's not enough to be an SME or simply to make a good presentation. Expert facilitators have a full complement of competencies, and these are grouped by major category, knowledge, skills, and behaviours.

### **Knowledge Competencies**

Knowledge, as it relates to facilitator competencies, is the organised body of things known about facilitating learning experiences. This includes facts, assumptions, concepts, principles, procedures, and processes:

- The organisation's strategies, objectives, markets, customers, competitors, products, services, and so on
- Adult learning principles
- Learning theory
- Needs assessment processes and needs assessment results for the specific event to be facilitated
- Organisational, job and individual performance indicators
- Instructional design and development
- Diversity awareness related to participant differences in learning
- Methods and tactics to get buy-in and support for learning
- Group dynamics
- Tactics for coaching and feedback
- Training evaluation.

### **Skills Competencies**

Facilitators exhibit skills competencies by actual demonstrations of the skill, which are measured by observation of the skill process or evaluation of the outcome, that is product. Facilitation skills include:

- Verbal communications
- Nonverbal communications, such as body posture, gestures, and facial expressions

- Thinking in terms of systems, so as to see interrelationships among participants' input by recognising the connecting patterns
- Planning learning activities
- Operating the equipment used in training
- Writing on flipcharts for preparing standard charts and recording participants' comments
- Listening actively and effectively
- Summarising and paraphrasing participant input
- Providing coaching and feedback.

### **Individual Characteristics or Behavioural Competencies**

People demonstrate individual characteristics by how they behave in given situations. "Facilitator Behavioural Competencies" is an exhaustive list and brief description of these behavioural competencies. There are 14 characteristic categories, each containing multiple behaviours. The more competencies a facilitator possesses and the more effectively he or she uses those competencies, the better the performance, which directly affects the quality of the learning experience.