

TOOLKIT | 10 SKILLS TO FACILITATE MEETING DISCUSSIONS



Note : We have talked about how to encourage constructive discussions in this chapter. This toolkit aims to provide some extra practical tools and examples for you to use.

SKILLS	Examples
<p>1 PARAPHRASE: Use your own words to reframe what a participant has said, to make them feel that you understand him or her. Paraphrasing is reiterating the idea in another way, while keeping the meaning unchanged.</p>	<p>“So, what you are saying is that we should advance the reform of organizational structure gradually.”</p>
<p>2 DOUBLECHECK: Check with the speaker whether you have understood his or her meaning correctly.</p>	<p>“Do you mean to say that this plan is unrealistic? I am not sure if I have understood you correctly.”</p>
<p>3 POSITIVE FEEDBACK: Speak highly of insightful remarks and thank participants for sharing actively.</p>	<p>“The point you just raised is very important. Thank you for reminding us of it.”</p>
<p>4 EXTENSION: Elaborate on a point with examples or suggest looking at an issue with another perspective.</p>	<p>“Your opinion represents our staff’s views. Maybe we will benefit from listening to the community members’ opinions on this issue.”</p>
<p>5 SPEED UP: Warm the group up by speeding the meeting up.</p>	<p>“It seems that many people are tired now! Let’s challenge ourselves and think as many solution plans as possible in two minutes!”</p>
<p>6 STRIKE UP A DIFFERENT TUNE: Push the discussion to a deeper level by showing slight objections.</p>	<p>“I get your point, but I am not sure what you said is truly representative. Has anybody else have different experience?”</p>
<p>7 EASE TENSION: Mediate different views.</p>	<p>“I think Li and Wang’s opinion are not contradictory. They just view this issue from different perspectives.”</p>
<p>8 INTEGRATION: Integrate all views and point out their interconnection.</p>	<p>“We can draw this from everyone’s views that...”</p>
<p>9 CHANGE PROCEDURE: Try different procedures to help participants to keep involved.</p>	<p>“Let’s discuss this in small groups and then discuss the issue together” or “write down your thoughts in two minutes and we can discuss together.”</p>
<p>10 SUMMARIZE: Summarize major decisions and opinions before wrapping up the discussion.</p>	<p>“It looks like we have reached two decisions today...” or “let’s review the main points you raised...”</p>