

ORID Facilitation: [Tool for] effective programming

By Glady Miller, Institute for Cultural Affairs

What do facilitators do?

- Anticipate the nature of the group and the group's perception of the situation. They know the exercise, the purpose and key learnings before starting.
- Are willing to relate to and conform to the custom and mores of the group without making judgements. They do not say "that's great, good" or make a judgement about input.
- Control and focus the direction of the communication process toward the specific objectives of the discussion. They keep the group moving toward its goal.
- Help participants to understand each other by paraphrasing or redirecting the questions.
- Create an atmosphere in which the participants feel understood and safe to communicate freely. Participants need to be heard and need to feel that their message is perceived and understood.
- Develop skills in the timing of question and in providing the transitional sequence of questions during the facilitation.
- May record accurately what is said (perhaps on a flip chart) large enough for participants to see (use volunteers to record). Seeing is another way of learning.

ORID Sequence of questions in facilitation of a learning process

Objective	What did you observe happening? What are some words you heard? What are some of the reactions you saw?
Reflective	How did that make you feel? Did it bring up any memories? Did it remind you of anything you've experienced?
Interpretive	What new things did you observe or learn? What was it about? What was the message? What do you think is the most important aspect of this issue?
Decisional	How did this help you or what can you do differently now? What kind of changes do you think we should make? How will this affect how you see things in the future?

Facilitators listen carefully on four levels. They visually observe reactions of their participants; they hear what is being said (with ears and heart); and physically adjust body tone and position so that it allows the greatest reinforcement of the other two physical increments, thus really demonstrating to the participants that they are being listened to.

To summarize:

- Provide a relaxed atmosphere, encouraging humor and goof fellowship
- Allow for open discussion while maintaining focus
- Encourage involvement of all participants and prevent dominance by a few
- Monitor the environment to ensure the physical comfort of participants
- Avoid leading participants to a pre-determined outcome
- Assist the participants in summarizing their discussion
- Bring closure on topics discussed
- Serve as the moderator of, not a participant in the discussion

Sample ORID Questions

Compiled by J'lein Liese, The National Conference for Community and Justice (2002)
 (Pros/Cons by DU IEE staff)

SEQUENCE	Pros	Cons
<p>Objective</p> <ul style="list-style-type: none"> • What did you see? • What did you observe? • What words, phrases or comments do you remember? • What part of the activity struck you most? • What happened? • What did we just do? • What did you hear? 	<ul style="list-style-type: none"> • What? questions • lowest risk 	<ul style="list-style-type: none"> • detached; going too cognitive • guard against jumps to interpretive
<p>Reflective</p> <ul style="list-style-type: none"> • What emotions did you experience? • What surprised you? • What made you angry? • Where did you find yourself feeling frustrated? • What was exciting? • When have you experienced something similar? 	<ul style="list-style-type: none"> • Affective • emotions 	<ul style="list-style-type: none"> • can invite wallowing
<p>Interpretive</p> <ul style="list-style-type: none"> • What do you think about this activity? • What do you suppose was the purpose of the exercise? • What did you learn? • What new insights came up for you? • What would you like to see change? • Where do you see this happening in daily life? 	<ul style="list-style-type: none"> • So What? questions • Synthesis 	<ul style="list-style-type: none"> • Can invite lecturing, "you should"
<p>Decisional</p> <ul style="list-style-type: none"> • What will you do differently as a result of this experience? • What will you change? 	<ul style="list-style-type: none"> • Now What? questions • Action, behavior, application 	