



Key differences between being a facilitator and being a presenter

Many of the techniques for leading groups are similar to those used when working one-on-one with families. This chart contains characteristics of an effective facilitator. Notice that many of them apply equally well to effective personal visitors.

A facilitator ...	A presenter ...
Asks questions.	Keeps a distance from participants.
Feels close to members.	Teaches, controls, and takes charge.
Gives support.	Owens the agenda.
Shares similar experiences.	Provides examples.
Listens instead of talking.	Gives answers instead of opinions.
Encourages problem solving.	Provides solutions.
Encourages discussion.	Leads discussion.
Empathizes.	Presents information and focuses on the facts.
Brings out the group's knowledge.	Presents and determines the knowledge to be learned.
Encourages participation.	Brings in content or expertise in particular areas.
Is patient.	Is viewed as the expert.
Clarifies what members want or say.	Uses a "top-down" method.

Notes:

Large empty light blue rectangular area for taking notes.

