

Qualities of Effective Facilitators

PeerNetBC considers three values essential for people involved with learning and with facilitating learning processes.

Respect

- Recognize each individual and their right to be heard.
- Believe in everyone's ability to grow and change.
- Value and acknowledge each person's strengths.
- Encourage the full expression of ideas.
- Honour everyone's right to make choices.
- Value each person's right to their own perspective.

Genuineness

- Be aware of and take responsibility for your own feelings, values, thoughts and unresolved issues, and recognize the impact these have on others.
- Be consistent between the expression of your thoughts and feelings and the way you behave or act.
- Remain open to positions that differ from your own even when those opinions differ.
- Be aware of and work within your own limits - set clear personal boundaries.

Positive attitude

- Accept each individual as valuable in his or her own right.
- Trust in the ability of each individual to discover their own solutions to their situation.
- Recognize individual strengths and efforts to change.
- Focus on the individual rather than the behaviour.
- Provide feedback that focuses on observations rather than judgments.