



**ROTARY LEADERSHIP INSTITUTE
FACILITATOR DEVELOPMENT
SEMINAR**

Queenstown, 10-11 October 2020



Programme for Weekend

TODAY:

- Explanation of various facilitation techniques
- Sharing ideas and practices
- Consideration of best media for delivery
- Overview of the modules from Parts 1/2/3
- Allocation of practice modules for Sunday
- Drinks and shared meal



TOMORROW:

- Each attendee facilitate one module (abbreviated) as practice – 15 minutes per module
- Feedback given
- Evaluation and review of weekend

Expected Outcomes

All facilitators will have techniques that can be used to enable learning

Each facilitator will feel comfortable with any group or topic

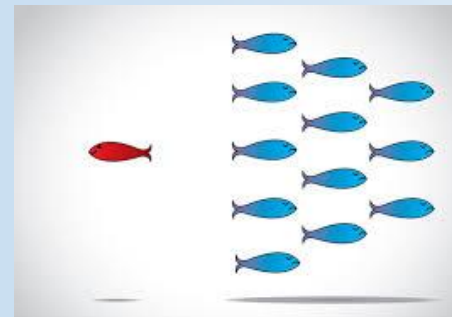
Each facilitator will have the means to enhance their work with RLI

Each facilitator will have also considered ways of delivering RLI online

Working with Adult Learners

Skills required:

- Listening
- Questioning
- Sharing
- Problem solving
- Managing conflict
- Using a participative style
- Accepting others
- Empathising
- Leading
- Time management



Important Considerations when Working with Adult Learners

- Adult learners are usually self-directed
- The trainer functions as a facilitator rather than an instructor
- Learners have individual needs and learning styles
- Different personalities communicate differently
- Learners' past experiences are useful in the learning process
- Learning activities should have some relevance to the learners' circumstances



The environment must be conducive to learning

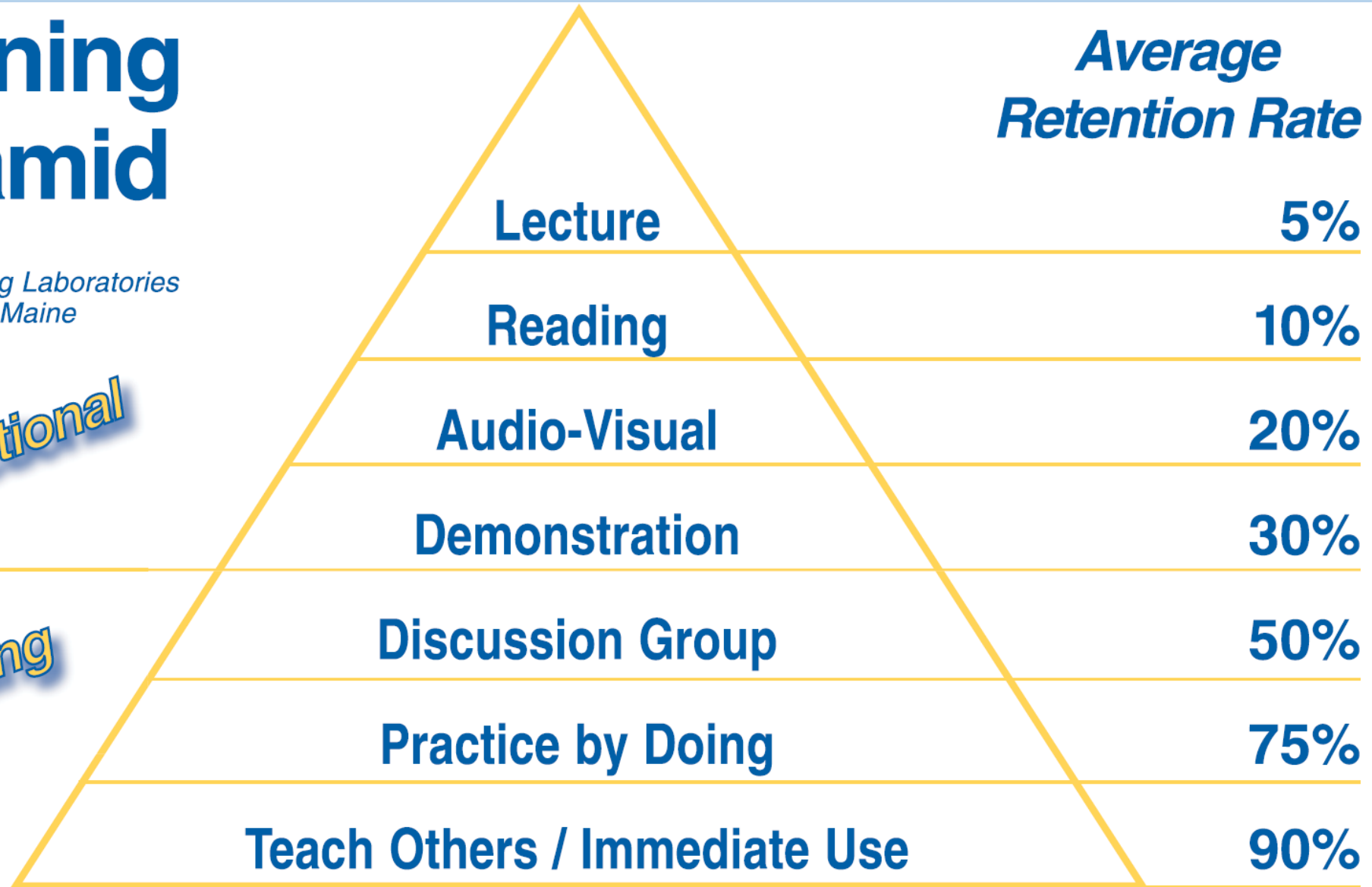
The Learning Pyramid

Learning Pyramid

National Training Laboratories
Bethel, Maine

Instructional
↑
Teaching

*Average
Retention Rate*



Preparation and Planning

Key Responsibilities

- Introduce and present the purpose of the session
- Give everyone an opportunity to participate
- Keep the objectives clearly defined and followed by the group
- Summarize the discussion

In Advance

- Know what points you are trying to bring out
- Develop your questions to stimulate discussion
- Determine the pace of your program!
- Prepare tent cards/name tags

Preparation and Planning

Things you should have – “just in case”

- Clock or phone with stop watch
- Whiteboard markers – different colours
- Extra copies of handouts

Seminar Day

- Be there early to set up
- Arrange seating – U shaped
- Check all equipment works
- Put introductory slide on screen
- Be prepared for unexpected eventualities – power goes off, next presenter is late

When Facilitating Sessions

Before participants arrive

- Place learning materials where you want them
- Post a “questions for later” (or “parking lot”) sheet on the wall
- Relax and stand by the room entrance to meet and welcome each participant

Starting your session

- Start on time - do not wait for late participants
- Introduce yourself briefly

During your session

- Facilitate discussion applying all best practices discussed during this training
- End on time

When Presenting:

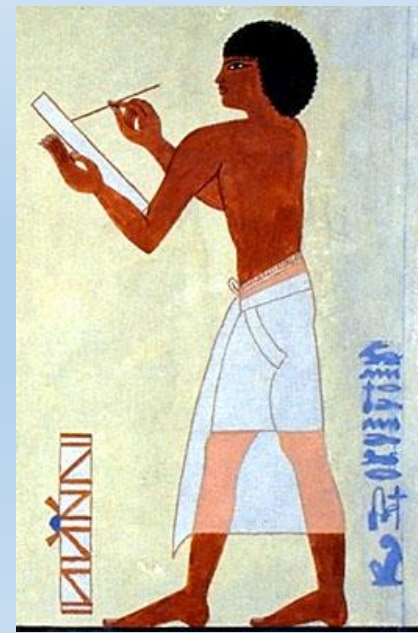
- Be focused
- Be positive
- Script your remarks
- Be brief to allow for group input and questions, don't answer questions unless necessary
- Focus on main points you wish to make



Remember, you don't have time to cover everything!

How to use a Scribe

- Ask someone ahead of time, if possible
- Clarify what is said and then make sure the scribe writes just that
- 3 finger high writing
- Let the scribe know that they are welcome to participate in the discussion
- Be sure to say “thank you” when the exercise is done
- Encourage photo taking at the end



Facilitating Online Learning

Preparation

- Consider pre work
- Prepare to deliver in chunks, 2 hours max
- Plan a wide range of activities
- Use breakout rooms and whiteboard
- Other tools, e.g. Kahoot ???
- Consider what you will record, get permission
- Allocate roles
- Practice beforehand

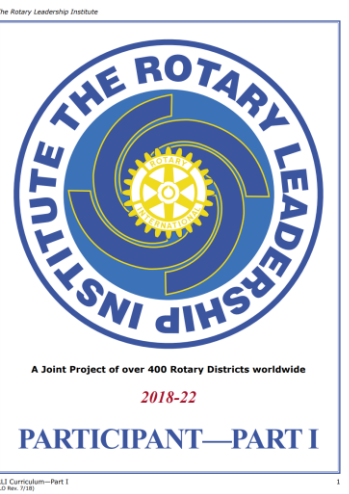


Facilitating Online Learning

Facilitation

- Get IT set up and test
- Confirm Zoom etiquette
- Handle introductions efficiently
- Keep to time
- Handle technology and questions/chat separately from presenter
- Presenters handle own presentations
- Observe participants for engagement





PART 1 – THE ROTARIAN

My Leadership In Rotary

My Rotary World

- Ethics and Vocational Service
- Foundation 1: Our Foundation
- Engaging Members
- Creating Service Projects

COURSE MATERIALS

Event Agenda, Faculty, Upcoming RLI Events, Division Leadership, and Welcome Letter are included as a supplement to the course materials or online. Outlines and materials are online at www.rlifiles.com.



My Leadership In Rotary

4

As a Rotarian, I am, by definition, a leader. Join us as we explore the characteristics of leadership, motivational techniques, and leadership styles. How do I best lead?



My Rotary World

6

As a Rotarian, I am part of a worldwide organization of like-minded people. Take some time to truly understand the purpose and structure of Rotary. Can these resources help me?



Ethics and Vocational Service

13

I am ethical, recognize and promote ethics in others, and seek opportunities to serve through my vocation. You can see that I am a Rotarian.



Foundation I: Our Foundation

17

I am "doing good" in my local community and around the world. Learn about the basic goals and programs of our Foundation. I am a force for good in the world!



Engaging Members

28

I make my club and Rotary stronger by my active participation. Engaged club members have fun, make friends, and effectively serve. This is why I joined Rotary!



Creating Service Projects

34

I am a vital part of a worldwide service organization of business, professional and community leaders meeting needs in communities. I can build, run and promote service.

Course Evaluation

Handout

RLI Curriculum—Part I
(LO Rev. 7/18)

3





PART 1 – THE ROTARIAN

Creating Service Projects P34-38

Session Goals

Learn to identify, plan, organize and implement a service project in your club

Develop a business plan for your service project

Learn how to evaluate the success of your project

Materials

◆ **Insert SP-1:** Service Project Questions

◆ **Insert SP-2:** Alternative Service Projects

● □ Communities in Action: A Guide to Effective Projects. *605A-EN (112)*
rlifiles.com/files/resource/Communities_in_Action_605a_en.pdf

● □ Community Assessment Tools. *605C-EN (1006)*
http://rlifiles.com/files/resource/Comm_Assess_Tools.pdf

● □ The Rotary Foundation's Six Areas of Focus 965-EN
www.rotary.org/myrotary/en/document/rotary%E2%80%99s-six-areas-focus

● □ Lead Your Club Service Projects Committee #2260
<https://my.rotary.org/en/document/lead-your-club-service-projects-committee>

Key: ◆ attached insert ● online □ article

Develop a business plan for a new service project

Group 1 = for school children

2 = for elderly

3 = for environment

Share with entire class

Insert SP-1: Service Project Questions

1. Can a Rotary club do anything to help?
2. If so, what can Rotarians do “hands on” to help?
3. How much funding is required? Fundraising?
4. How can the project be designed? What is needed?
5. Will the project generate good publicity for the club?
6. Can the members be “sold” on the project?
7. Is this a one-year project or a continuing project?
8. What other community resources are available or what other organizations should be involved?
9. What are the steps necessary to move forward?

LUNCH

Lunch.



Feed your curiosity™

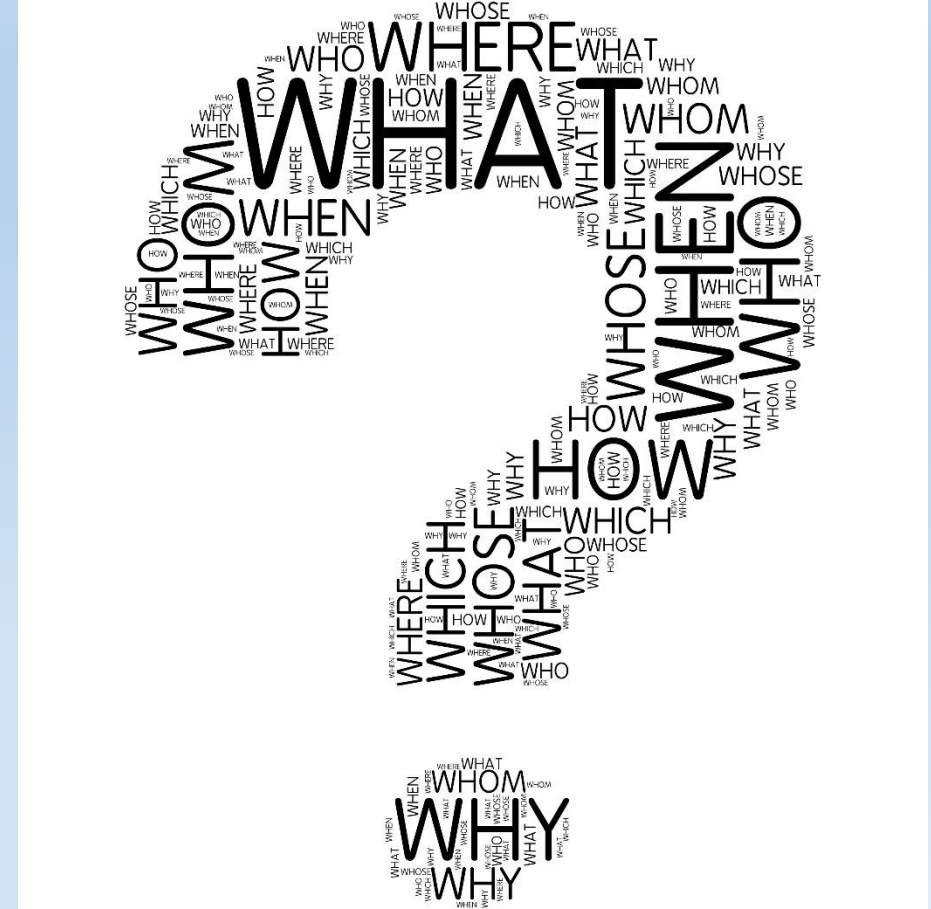
Facilitating Techniques

Why question?

- Broaden participation
- Encourage sharing
- Call attention to points that have not been considered
- Use conflict constructively
- Test the strength of a decision
- Close the discussion
- Call attention to the source of information

Types of Questions

- Open-ended
- Closed-ended
- Overhead
- Relay
- Directed
- Reverse
- Redirected
- Directive open-ended



Handling Questions

- Listen to the entire question
- Show that you are listening
- Repeat the question or paraphrase it back to participant
- Avoid answering the questions yourself
- Ensure that the question is answered
- Use of a "parking lot"

Active Listening Techniques

- Clarifying
- Acknowledging
- Supporting
- Enhancing
- Problem solving



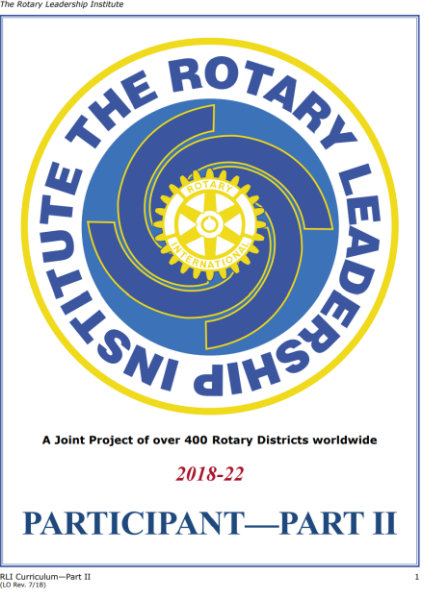
Connecting with the Group

- What is rapport?
- How do you build rapport?
- How do you fall out of rapport?
- How do you know if you are out of rapport with a person?

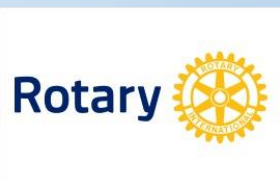


PART 2 – THE CLUB

- Rotary Opportunities
- Effective Leadership Strategies
- Attracting Members
- Club Communication
- Team Building
- Foundation 2: Targeted Service



COURSE MATERIALS	
Event Agenda, Faculty, Upcoming RLI Events, Division Leadership, and Welcome Letter are included as a supplement to the course materials or online. Outlines and materials are online at www.rlifiles.com .	
	Rotary Opportunities 4
As I further my Rotary journey, I can explore the many opportunities available within Rotary for personal, community and professional growth and development.	
	Effective Leadership Strategies 12
As I further my club members in their Rotary journey, I will engage in more complex and skillful use of my leadership skills and seize opportunities to lead.	
	Attracting Members 17
I can lead and promote my club's reexamination of its distinctive position in my community and the quality of members we attract. I want to work with the best people!	
	Club Communication 22
I can serve by leading and promoting effective communications to my club's internal and external audiences. Refine and practice your skills.	
	Team Building 28
I can lead and promote my club's collaboration in effective and motivated groups to accomplish our goals of service. Harness the real power of Rotary clubs and Rotarians!	
	Foundation II: Targeted Service 34
I can lead and promote my club's participation in unique, significant and targeted service opportunities through our Foundation. Understand the key concepts of Rotary programs!	
Coming Attractions	Last Page
Course Evaluation	Handout
RLI Curriculum—Part II (LO Rev. 7/18)	3



PART 2 – THE CLUB

Foundation 2; Targeted Service P39-43 Skim read material

Think, Pair, Share
Individually



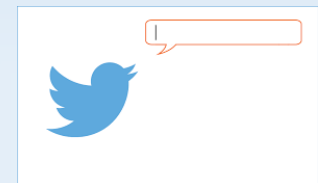
Choose an aspect of The Rotary Foundation from the material you have read

You have 140 characters to tell someone about The Rotary Foundation



*What would your tweet be? – **Record on post it notes** (4mins)*

Now share your thinking and tweet/message with a partner 3 mins)



Choose 4 pairs to share their tweets/message (4mins)





Facilitating Techniques

<i>Behaviour</i>	<i>Possible Solutions</i>
Neighbour Discussion 	<ul style="list-style-type: none">• Walk near• Use silence• Ask if they have a question for the group.• Follow up later
One participant dominates discussion 	<ul style="list-style-type: none">• Use a directed question (rather than an overhead question) to ask another participant to answer the next question.• Thank the participant who is monopolizing the conversation and say “Let’s hear from some others who have not participated yet.”

Facilitating Techniques

<i>Behaviour</i>	<i>Possible Solutions</i>
<p>Losing control of the discussion</p> 	<ul style="list-style-type: none">• Before you call on individuals to answer a question, “queue” them in advance by saying “Let’s hear from <NAME>, then <NAME>, and then <NAME>.”• Walk near the talking participant, effectively blocking the participant’s view of his/her audience.
<p>Disagreeing with a participant’s response</p> 	<p>If it is a matter of fact, ask the group if anyone has expert knowledge of the subject.</p> <p>If it is a matter of opinion, recognize that opinions may vary and practices around the country may vary.</p>

Facilitating Techniques

<i>Behaviour</i>	<i>Possible Solutions</i>
<p>One participant loses interest</p> 	<ul style="list-style-type: none">• Walk near the participant.• Try to make eye contact• If using a flip chart, ask the participant to help and be the recorder.
<p>Disruptive Technology</p> 	<ul style="list-style-type: none">• Technology to support learning• Try to make eye contact with the participant to encourage him/her to reply to a discussion question.• Engage the participants in an activity (such as a pair-up) to refocus the attention of the entire group.

Facilitating Techniques

Behaviour	Possible Solutions
<p>Questions and answers off the topic</p>	<ul style="list-style-type: none"> • Offer to place the question/issue on a flip chart so that it can be discussed with the whole group • Add question to the “questions for later” flip chart for review later in the session.
<p>Continuing to pursue an issue</p>	<ul style="list-style-type: none"> • If the group is interested in the discussion and if you have sufficient time, it is okay to continue the discussion. • After a point, offer to post the issue on the “questions for later” flip chart so that it can be addressed at the end of the session, as time permits

Facilitating Techniques

Behaviour

Possible Solutions

Interruptions to the discussion



- Walk near the talking participant, effectively blocking the participant 's view of his/her audience.
- Say "Excuse me. Before you continue, may I ask <NAME> to finish with his/her point?"
- Say "Thank you, you've made a number of points. May we hear now from some who have not expressed an opinion?"

Too much participation

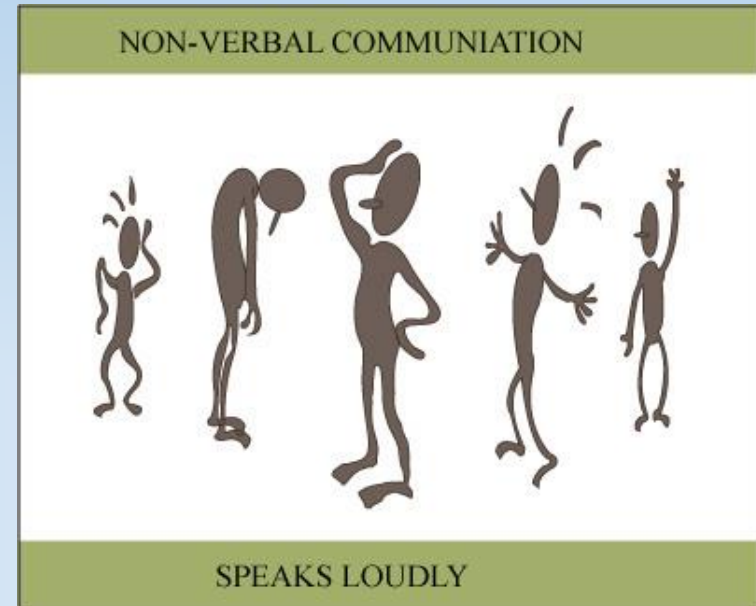


Some cross talk is good; it shows enthusiasm and interest in the subject.

- If it gets too loud or seems to only involve a few participants, walk towards participants to block the cross talk with your body.
- Say "Excuse me. Before you continue, may I ask if anyone has a comment on the point you have just made?"
- "Let's all benefit from our discussions by having one person speak at a time."

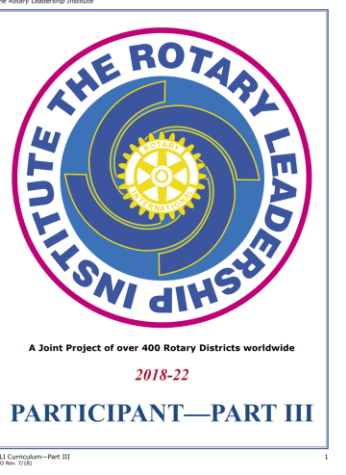
Non Verbal Communication

- Body Movement and use of space
- Voice qualities and characteristics
- Eye contact
- Gestures
- Silence
- Facial Expression
- Time/Pace



PART 3 – My Rotary Journey

- Strategic Planning
- Foundation 3: International Service
- Public Image and Public Relations
- Building a Stronger Club
- Making a Difference



COURSE MATERIALS

Event Agenda, Faculty, Upcoming RLI Events, Division Leadership, and Welcome Letter are included as a supplement to the course materials or online. Outlines and materials are online at www.rlifiles.com.



Strategic Planning

4

I can strengthen my club by promoting and leading insightful planning and analysis. Looking at my Rotary club, how can I help make improvements that will matter?



Foundation III: International Service

17

As I further my Rotary journey, I can build connections around the world, helping meet needs, solve problems, and build peace.



Public Image & Public Relations

21

I further my Rotary journey, I will identify opportunities to promote the image of my club and Rotary to the benefit of my community and world.



Building A Stronger Club

25

A new (and old) look at business related activities in your club.



Making a Difference

29

As I further my Rotary journey, I will help assess my own experience and growth through RLI and help improve the path for others to follow.

Course Evaluation

Handout



PART 3 – My Rotary Journey

Public Image and Public Relations



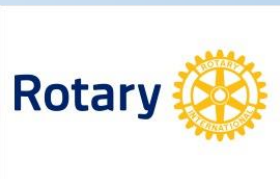
P20-23 Skim read material



In 3 groups, consider how to build our public image and design a promotional banner

Brainstorm and record your answers on a flipchart:

- Develop three elements that you could use for promoting RLI to your club and the wider Rotary community, including Rotaractors
- Now develop a pull up banner suitable for promoting RLI to Rotarians and Rotaractors



Facilitation Techniques

Key things to remember:

- Time management
- Listen – open minded
- Pre-think the questions
- Deal appropriately with conflict
- Create an atmosphere – “it is okay to share”
- Participative style – encourage all to be involved
- Activities are memorable and fun!



Useful Hints

- Look at International RLI Faculty resources Parts 1, 2 & 3 - www.rlifiles.com
- Remember to also look at www.rotaryoceania.zone/SitePage/rotary-leadership-institute
- Ask lots of **questions** to encourage interaction and involvement
- Use training **activities** so participants remember what they've done





ROTARY LEADERSHIP INSTITUTE FACILITATOR DEVELOPMENT SEMINAR

Welcome to Day 2

Personal Action Plan

- What I have learned about myself
- A strength I will make sure I use
- One action to take/area to work on
- My next step to getting involved with RLI



