



Own the Room: Boosting Facilitation and Presentation Skills

2011 Creating Change Conference

Transgender Training and Advocacy,
www.tgtrain.org
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Workshop Goals

- To help participants design and deliver powerful workshops in their communities.
- To discuss several components necessary to provide successful awareness-building presentations of any length.
- To strengthen confidence among participants by identifying and building on internal resources.

Trainer's Background

- Provide Capacity-Building Training for health care providers on improving services to Trans community
- Long-time activist in Trans community, esp on Self-Care and Advocacy with providers
- 20+ years in health activism and health education
- 13 years as trainer on Trans issues for providers
- **Have trained 26,000 providers, 29 states.**
- **Current focus on Training of Trainers to help strengthen the next generation of activist/educators.**

What Do You Need?

Why did you come to *this* workshop?

In Triads (group of 3)

- Introduce yourself.
- Briefly tell your experience as a trainer.
- What you need from this workshop.



Good vs. Bad Training Brainstorm

Bad Aspects

- Reading slides
- All abt them
- Monotone
- Didn't relate/engage/connect
- No knowledge on topic
- Dominating audience member

Good Aspects

- Tailored to group
- Eye contact/connect with room
- Prepared
- Humor
- Various educational strategies
- Accessible

Good vs. Bad Training

Bad Aspects

- Lose train of thought
- No discovery
- Like/um. Use of language
- Title not related to workshop
- Talk really fast

Good Aspects

- Groundrules
- Ask and answer questions
- Reframe for facilitation
- Communicate love
- Admit what you don't know, or mistake

Adult Learning Concepts

- People learn what they see modeled.
- Participants are active collaborators in learning: agree with agenda, work with peers, honored for their expertise
- Information must be relevant and apply to real life experience
- Reflects own experience
- New skills must be performed and practiced
- People learn in different ways and thru all senses

Elements of Training

- Needs Assessment
- Climate Setting
- Informational Component
- Experiential Component
- Action (something to do after training)
- Closing
- Evaluation

Identify Concrete Examples of Each Thing

Platform Skills vs. Content Skills

Platform Skills:

- What makes the trainer worthy of attention.
- Holds safety in the room for positive engagement.

Content Skills:

- Presenting material that is worth learning.
- Knowledge goes beyond what is being presented. Need to have lots of background.

Platform Skills, Trainer Stance

Note: See handout on Trainer Stance

Skills that make the trainer worthy of attention.

- Being confident and empowered to have authority
- Positive energy always. (Can be exhausting.)
- Engages group in multiple ways.
- Open body language.
- Allow for silence/quiet. Be patient.
- Refer to group when in "trouble spot"
 - Watch for non-verbal cues

Beauty of Silence

- Silence is an important tool
- Use it for emphasis
- Be patient and allow group to absorb information. People respond at different paces.
- Don't respond to every comment or insist on having the "last word"
- Have trust that the group will come up with ideas that will add to the training and give them space to make those points.

Facilitation Skills

Ways at directing discussion and involvement to keep all engaged.

- Always modeling behavior
- Must show unconditional positive regard
- Positive Reinforcement
- Direct discussion, don't demand it
- Don't get defensive.
- Practice, practice, practice. Be prepared.

Facilitation Skills

- Feedback from participants: 1) more facilitation skills/techniques; 2) more tools for self confidence and anxiety relief related to training.
- Two facilitation slides, break down into confidence/ and room management.

WORKSHEET Step 1 & 2

Reflect and write down:

Step 1:

People want to listen to me because

- I am:
- I know:
- I make them:

Step 2:

Through my training, participants will

- know:
- feel:
- Be able to:

WORKSHEET Step 3 "The One Thing"

- Arm yourself with a fundamental hope or principle that is your underlying personal mission for the training.
- More values-based than the "Goal," and not something you share with the participants specifically
- It can help guide or calm you should something go awry or you just get really nervous. It is of your own voice, your own motivation.

Power of Personal Stories

Considerations:

- Self-care around disclosing personal information
- Media and boundaries
- Confidentiality
- Holding onto your own power.



Strategy

- Making choices about your story
 - Limits/scope/purpose of what you are sharing.
- Move from individual to larger context:
 - What can audience members do with the lesson?
- Move to positive possibility, arc of success.
 - If you don't have a "happy ending" what are things people could do for better outcomes?
 - "This was bad, but here are some suggestions on how you can do it better."

Trans Losses



**Tyra
Hunter**



**Gwen
Araujo**



**Robert
Eads**



**Alexander
John
Goodrum**

Photo by Manette Pathy Allen

Photos from Remembering Our Dead, www.gender.org/remember
And Transsexual, Transgender and Intersexed History, www.transhistory.org

Self-Care

- Identify and Practice ways to reduce stress.
- Holding a safe room includes safety for you--it is okay to not answer personal questions.
- Have someone you trust to process the training with afterwards.
- Enjoy your success: recognize that small changes have a big impact.
- Give yourself a treat after a training, or at the least don't go immediately back to work.

Evaluation

- Need to reflect on what worked and what didn't.
- Difficult to get perspective. Need to ask others how it went.
- Focus on positive feedback, not just negative.
- Celebrate success.
- Use valid criticism as lessons to improve.
- Celebrate success!

Questions

- Ah Ha moment from the training?
- Thoughts and questions?

Being successful leading a room is a combination of

having intention, holding safety, and empowering everyone in the room, including you.

The best way to hold this power is to just step into it and HAVE IT.

Thank you for all you do!
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Celebrate Transgender Lives!

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THANKS
Creating Change
Organizers and
Hosts!