

How to Have Courageous Conversations Facilitators Selection Criteria

ESB Consulting & Training Associates

- Commitment to DEI
 - Demonstrates genuine interest in DEI and behaves inclusively on the job; values everyone's opinions; takes a stand against inappropriate/exclusive behavior
- Facilitation skills
 - Encourages environment of participation; asks questions to create group discussion; maintains control of the room by appropriately handling differences of opinion and time on topic
- Communication skills
 - Conveys information in non-threatening manner; limits use of jargon; effectively uses stories to illustrate key points
- Listening skills
 - Listens with "intent" for understanding without judgment; paraphrases and summarizes others' statements
- Self-Development Focus
 - Exhibits genuine desire for personal development and opportunity to enhance awareness of own values, biases, assumptions and stereotypes; is open to sharing, receiving and applying feedback to improve

PAST EXPERIENCE

1. I have the following experiences as a in person facilitator/trainer:
2. I have the following presentation experience (e.g. speech, public speaking):
3. I have been involved in the following Diversity, Equity & Inclusion associated activities at my organization:
4. I have been involved in the following Diversity, Equity & Inclusion associated activities at other organizations or in my community.



SKILLS

Below is a list of many of the key skills for effective Courageous Conversation facilitators. Rate yourself on what you believe to be your current skill level using the rating scale provided.

	Poor	Fair	Good	Very Good
Facilitation skills:				
• Ask questions that create group discussions and solutions.				
• Encourage environment of participation.				
• Provide focus for the group by stating, restating, clarifying, and summarizing.				
• Maintain control of situations by appropriately handling difficult participants.				
• Manage training environment by staying on the topic, getting closure on the topic, and constructively managing the time.				
Communication skills:				
• Discuss the idea of DEI from a business perspective				
• Limit the use of jargon.				
• Convey information in a non-threatening manner.				
• Speak from own perspective as an ally/advocate of DEI				
• Be seen as neutral, supporting all viewpoints vs. promoting a personal agenda.				
• Effectively use stories and examples to illustrate key points.				
Listening skills:				
• Listen for understanding without judgment.				
• Monitor time I spend talking vs. time I spend listening.				
• Refrain from “preaching” -pushing my point of view, or over-explaining as an instructional method. "				
• Value “naysayers” opinions. Demonstrate comfort with disagreement.				
• Paraphrase and summarize others’ statements.				

OVERALL

1. I am interested in becoming a Courageous Conversation facilitator because...
2. What hopes and concerns do you have as it relates to becoming a Courageous Conversation facilitator?