

Guidelines for Facilitator Selection

Role Definitions

Consumer: Someone who experienced, or who has a family member who experienced, a debilitating behavioral health disorder (Mental Health and/or Addiction Issues) and who has significant experience using services.

Provider: Someone who is trained to provide services to persons with behavioral health disorders and who has significant experience providing direct clinical care.

Persons who are going to be facilitating dialogues should identify their role as either consumer or provider according to the definitions above.

Criteria for Readiness to Serve as a Dialogue Facilitator

Experience:

1. Participate in or observe at least one dialogue
2. Complete Dialogue Facilitator Training
3. Serve as a recorder for at least one dialogue

Demonstrate Achievement of Competence

Competencies:

Knowledge -

- . Articulate goals of the dialogue and how it works
- . Explain the role of the facilitator
- . Elements of preparation for a dialogue
- . Techniques and methods of dialogue facilitation
- . Familiarity with dialogue planning process

Attitudes-

- . Positive and supportive of dialogue process; open minded, Non-judgmental, objective
- . Respectful of process and participants; value experience of others and diversity of viewpoints
- . Belief in shared human experience with empathy, humility, compassion and egalitarianism

Skills-

- . Ability to listen reflectively makes clarifying comments, reframe and provide context for discussion
- . Recognize group dynamics including non-verbal communication, and respond appropriately
- . Maintain purpose and focus of dialogue
- . Create an environment in which everyone participates and no one dominates
- . Prepare questions to stimulate discussion and formulate them spontaneously as needed
- . Work with co-facilitator collaboratively and in a complimentary manner
- . Ability to refrain from introjections or comments of personal points of view
- . Capacity to synthesize and summarize dialogue discussions and prepare a report of the proceedings
- . The ability to stay alert during a dialogue

