


Facilitation Tips:

1. When using the Participant Guide or Activity Guide – **give class participants the page number** each time you begin a new topic or activity. Explain that not ALL content in the Participant Guide may be read through during class. It is important that participants understand that the participant guide contains a lot of supplemental support information for later reference.
2. **Field and button names – Use the correct name.** Hint: Refer to the guides, or hold your mouse pointer over the item to reveal the name.
3. **Engage your participants** – Have them read scenarios. Ask questions to engage them in the learning process. Make them feel successful.
4. **Encourage your participants** – Give them great positive feedback to questions asked, even if their questions or answers are incorrect.
5. Use **Alt + Tab** to quickly navigate between open applications. For example: Move from concept slides to training environment and back again.
6. Use the **Windows** button (bottom, left corner of the keyboard) to display the Start menu and your taskbar.  For example: You need open Internet Explorer to sign in to the training environment.
7. **Use the Parking Lot.** You can use index cards, flip charts, white boards, notepads, whatever works for you. Don't be afraid to tell folks you will cover content later in the day. Don't worry if you don't know an answer. Please be honest and don't make up answers!
8. When beginning an **Exercise or a Challenge** in the Activity guide – **advise participants of their time allotment.** This will challenge them to stay on task. Get up and walk around the room. Make sure you visit with each participant in class if possible. If you notice everyone finishes sooner than the allotted time, give kudos and move on.
9. **Listen** for the sound of typing – this will let you know who is on track, or off track. Watch for people who need a lot of help from their neighbors. Don't forget to thank the neighbors for helping!
10. Be aware of the **line of sight and direction/volume of sound, including your voice** for all participants. Don't assume everyone can see or hear everything, particularly those towards the back of the room. Try not to talk to the projection screen or the computer. Make eye contact with and talk to the people. Check in constantly with your audience – this will encourage them to let you know if they miss something.
11. Use the **Facilitation timing guideline** (SMART Training Website Course Materials page) to help you keep on track. Remember, you should be able to complete ALL activities, topics, and UPK's without skipping content. Challenge and discipline yourself to stay on track.