

# Youth and Young Adult Facilitator Tip Sheet

## Runaway and Homeless Youth (RHY) National Grantee Training November 16 - 18, 2021

Thank you for being a part of the RHY National Training. Your expertise and contributions will help center those most impacted in the work, model and emphasize the importance of youth leadership and collaboration, provide new and innovative ideas, and support the progression towards the end of youth homelessness. Below are some considerations for presenting and facilitating during the National Training.

### Presentation Best Practices

**Know your audience:** Know your audience is a phrase consistently used and heard when creating and delivering a presentation. For the National Training your audience will consist of Youth and Young Adults, Federal agencies and staff, and youth service providers (direct service staff, board members, CEOs, etc). Each group has a unique purpose for attending, and at the same time we are here for the same reason: To develop and share skills that will aid one another in ending youth homelessness.

Engaging with three groups can be challenging, so here are some considerations that may be helpful across the board:

- Be on video when the audience enters the room. Verbally welcome participants, and start engagement early.
  - Asking a check in or discussion question that is fun and personal or related to the topic in the beginning can help establish the space is open for discussion and sharing. The event platform, Hopin, offers polls within the space, and sites like [mentimeter](#) offer a creative alternative as well.
- Express your confidence by demonstrating your knowledge and expertise on the topic.
- Highlight how your innovations are beneficial to all audience members.
- Utilize and monitor the chat feature; share relevant comments.
  - In Hopin chat will be the primary way the audience interacts with you.

**Utilize your resources:** Establishing a network of support is beneficial on multiple levels. During your session there will be an additional person from RHYTTAC to help moderate and aid you as you see fit. In addition, inviting peers to join your audience to uplift you with their presence or words of encouragement/agreement in the chat. When confronted with a challenge, lean on this network of support to help foster engagement, redirect the conversation, offer perspective, and any other needs you may have to ensure your workshop runs smoothly.

**Be prepared:** Outside of knowing your content and your platform it's important to prepare for as many circumstances as possible. Give special care and attention to these items, and prepare as best as you can.

- *Session time and day:* Ensure that during your session you are able to be fully present. Position yourself in a quiet space, and inform everyone when you will be unavailable. Small things to remember are: silencing your phone, having someone else to entertain your pets, and exiting out of additional screens on your device.
- *Technical Difficulties:* Ways to avoid technical difficulties include attending the rehearsal and tech check for your workshop. This is where you will also become familiar with the event platform, [Hopin](#). Be in your workshop within Hopin at least 15 minutes prior to the start of your breakout session (even if that means leaving another session early). This will allow you to make sure your camera and audio are working properly.
- *Addressing Feedback & Questions:* When introducing new ideas you can expect a lot of response from the audience. It can range from fully supportive, to inquisitive, to opposition. Acknowledge that all perspectives are possible, and prepare a plan for responding to varying feedback. Some ideas are:
  - Create shared agreements surrounding respect for presenters and other audience members to help set boundaries.
  - Listen to someone's perspective and reflect back. A possible reply structure could be... *some people have [this perspective].... Other people have this [different perspective]... How we are looking at this is with [your perspective]*
  - If it is a question consider redirecting the question back to the audience for a wider view, or rephrasing the question and providing an answer in a way that best represents the information you are trying to get across.
  - If audience feedback begins to detract from the workshop or others ability to engage, reclaim the space and move on. A way to do this while allowing audience members to feel heard is by stating... *Thank you for your feedback/comment, that offers a lot to take into consideration. Let me think on this further as we continue on. Or, I appreciate this discussion/question. I want to honor the time we have for presenting, and save this for the Q&A portion.*
- *Own your space:* The most valuable thing in being prepared to present is owning your space. Ultimately, you and your co-presenters set the tone, the rules of engagement, and the boundaries. You determine the best way for the audience to receive the knowledge and information you have to offer. Knowing and understanding those facts is critical for your decision making in how the workshop will flow. You are the main conductor, and there are supports to help you maintain the things you put in place.

## Facilitation Approach

- **Breakout rooms:**
  - Be on video when participants enter the room. Verbally welcome participants and let them know your role:
    - *Hello and welcome! My name is <NAME> and I'm the <JOB ROLE> at <ORGANIZATION OR AFFILIATE>. I'll be facilitating this breakout discussion.*

*I'll make sure:*

- *Everyone has a chance to speak or contribute in the chat*
- *That this space remains a safe environment for sharing*
- *We end on time, and*
- *We record highlights of the discussion*
- Prepare (or collect) discussion questions for your breakout session in advance.
- Request a volunteer as notetaker or announce you will be taking notes of key points and questions to submit to conference organizers.
- Request a volunteer to, or announce you will, monitor the chat feature and share relevant comments.
  - Read the chat responses aloud, invite the person to come on camera (if willing) and explain further/respond to a follow-up question.
- Moderate a rotation of speakers to ensure all voices can be heard. Provide instructions on how to join the discussion via video.
  - Advise speakers that they need to click the "Share Audio & Video" icon. This will add them to a queue and the moderator can then select who will come on screen (this is covered in the rehearsal session).
- Facilitate questions and answers (particularly if you have a panel of speakers).
- Keep an eye on the clock.
  - Remind the group at the start that you need to shift to the next session on the agenda at <INSERT TIME>.
  - Alert people that you will keep track of time and remind them (roughly) when the session is half done and when there are 5 minutes remaining.
- After a question is posed, don't rush too soon to fill the silence--pause and count to ten before speaking again. Invite people to come on video to share.
  - If, after 10 seconds, there is no discussion:
    - Offer some thoughts to open the conversation,
    - Ask a grantee what their experience has been like, and/or
    - Read comments from the chat.
- Make sure no one is dominating the conversation.
  - If so, ask others what they think, or say, "let's hear from some others that haven't weighed in yet."
- Consider Talk-show style (ahead of time): engage a partner (grantee/FPO) in a dialogue on-screen sharing your own examples and experiences.
- Share your own experiences on a topic and then prompt:
  - Does this resonate with others? Why or why not?
  - How does this look in your organization/community?