

# Unit 1: Principles & Techniques of Facilitation

## Welcome to Unit 1

In this unit, we will further explore the key principles of facilitation. Please see three excellent short video examples you can use to illustrate confidentiality, empathy, and reframing language. Each one is practical, easy to integrate, and provides clear teaching moments.

This module as a whole is designed for adult and community-based educators who want to create inclusive and supportive learning environments.

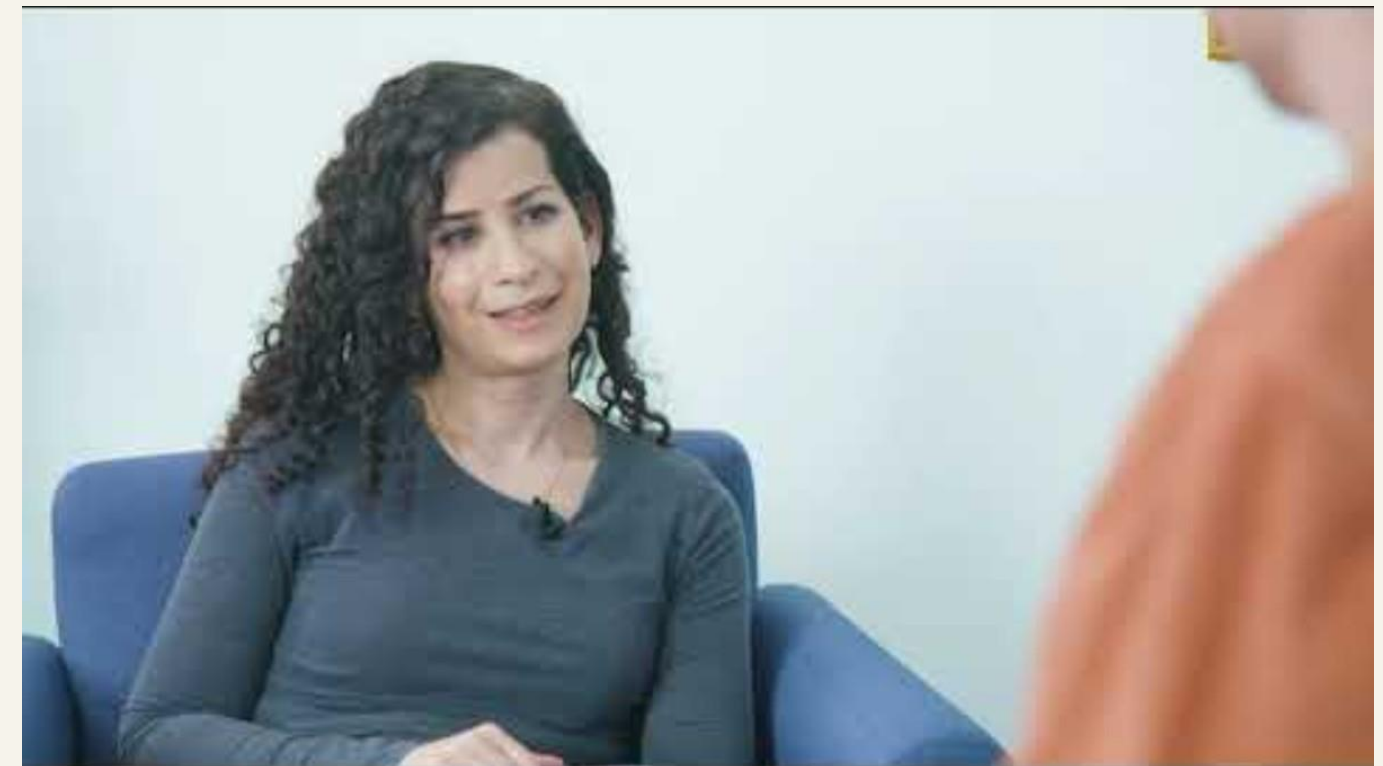
# Confidentiality

## Introduction and limits to confidentiality

**Instruction:** watch the suggested video and reflect using the questions below.

### Reflection Questions:

- What are the key boundaries of confidentiality identified in the video (what must stay private, what must be disclosed)?
- How might these boundaries be different or more complex when working with migrant or refugee groups?
- Choose one part of your work: what would you tell participants (or clients) about confidentiality in that context?



Link to video:  
<https://youtu.be/Zj4mN1hOgFA>

# Confidentiality

## Activity Prompt:

- Write a short “confidentiality statement” (1-2 sentences) that you would give at the start of a discussion on mental health with migrant or refugee participants.
- In pairs (or virtually), role-play the start of the session: you as the facilitator state the confidentiality statement, and the other person asks a question about what happens if someone shares something very serious. Practice how you respond clearly and respectfully.
- After the role-play, reflect: Did you feel you set clear limits? Was the participant’s question handled so they felt safe and informed? What might you refine?

# Empathy

## Communicate with empathy

**Instruction:** watch the suggested video and reflect using the questions below.

**Reflection Questions:**

- What behaviours or phrases in the video helped build empathy? (e.g., acknowledging feelings, pausing, asking gentle questions)
- Think of a recent time you facilitated a sensitive topic and noticed participant discomfort: which empathic responses could you have used?
- What might get in the way of expressing empathy in a group of diverse cultural backgrounds (language barriers, stigma, different norms)?



Link to video:

[https://youtu.be/8tyFJTzYtY?si=05LQqMRbD8knCi\\_8](https://youtu.be/8tyFJTzYtY?si=05LQqMRbD8knCi_8)

# Empathy

## Activity Prompt:

- Choose a statement that might come up in a group discussion (for example: “I feel ashamed to talk about how war has affected me”). Write how you would respond with an empathic phrase (e.g., “Thank you for sharing that. I imagine it takes courage to say that...”).
- In breakout or small group, take turns playing the “participant” and the “facilitator”. The facilitator uses an empathic response, and the participant gives feedback: Did it feel heard? What expression or tone felt genuine?
- After the exercise, journal: What will you try next time to deepen empathy? What challenge will you monitor (e.g., staying present, not jumping to fix things, listening without judgment)?



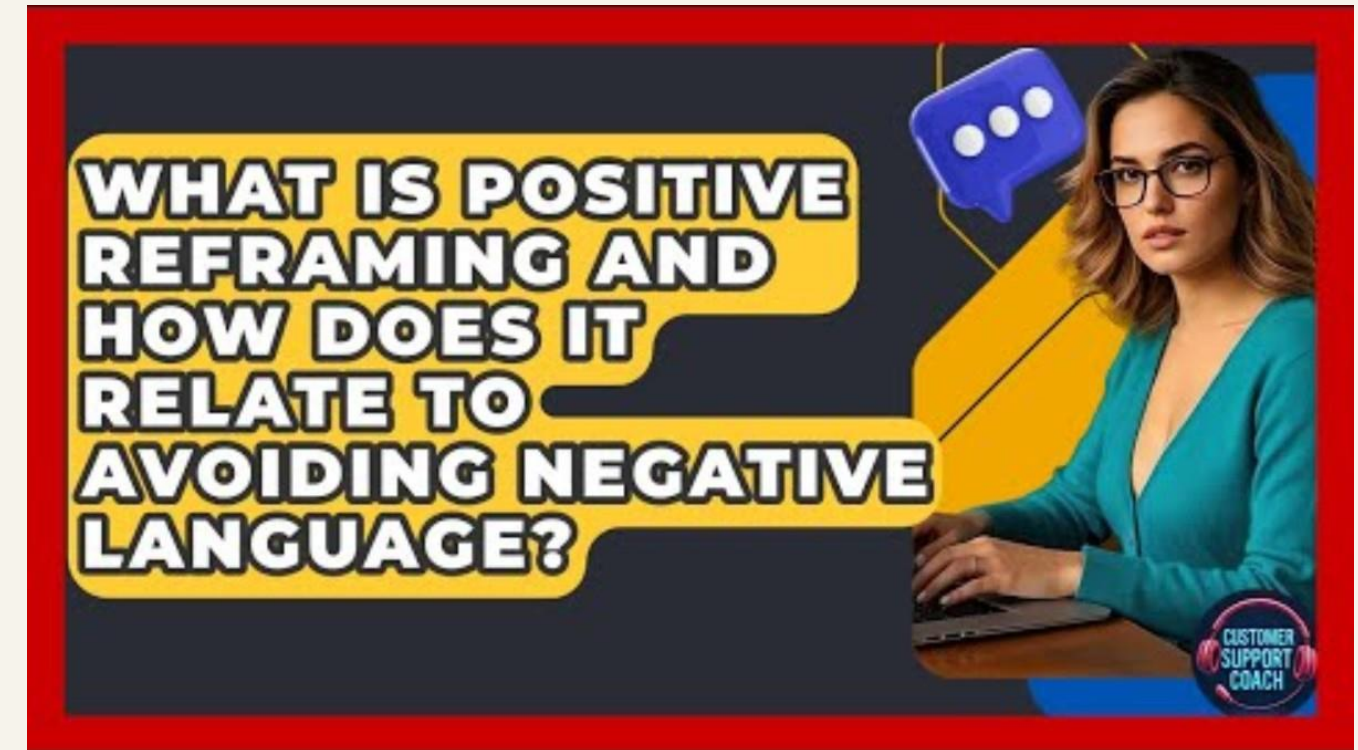
# Reframing Language

## What is Positive Reframing?

**Instruction:** watch the suggested video and reflect using the questions below.

### Reflection Questions:

- In the video, what examples of language reframing stood out?
- How does the facilitator's framing of language influence how safe participants feel to share?
- In the context of mental health discussions with migrants/refugees: what kinds of common phrases might need reframing (e.g., "You shouldn't be sad" vs. "It's understandable that you are sad")?



Link to video:  
<https://youtu.be/aD0yN7SoYaU?si=mPGAhnnoApPskzZ>

# Reframing Language

## Activity Prompt:

- Take three common facilitator statements and rewrite them to a more supportive, reframed version. Example: Original: “We mustn’t talk about trauma too much.”  
Reframed: “We can explore what you feel ready to talk about, and you decide the pace.”
- In peer pairs: share your original and reframed phrases and discuss which version invites more openness, why.
- Choose one upcoming facilitation you are planning: write 2-3 reframed statements you will use at key moments (e.g., when someone withdraws, when someone dominates, when a sensitive disclosure arises). After the session, reflect: Did the reframed language make a difference? What could you improve?