

RESEARCH FORUM SERIES

Core Curriculum Module B

Participatory Inquiry Research Methods

Part 3: Facilitative Leadership

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HANDOUT

Principles of Interaction

1. Maintain and enhance the self-esteem of the learners.

"Thanks, John. That was a good example of how the new policy could impact service providers."

2. Listen and acknowledge with empathy.

"I understand that these changes can be a little overwhelming when you first learn about them."

3. Check for understanding (your own and the learner's).

"Let me see if I understood your question..."

"What's an example of this principle?"

4. Make suggestions about the process.

"Let's take one more question and then move on."

In-Process Intervention Model

When intervening in-process in a team, it is often useful to use a four step approach to the intervention.

1. Give the team feedback on the observed behavior.

"I've observed that several members of the team have not spoken during this meeting."

2. Describe the actual or potential effect of the behavior.

"Sometimes when team members don't share their ideas, the team doesn't get all the information it needs to make decisions."

3. Ask the team for input.

"I'm wondering what the team thinks about what I've said."

4. Decide on action.

"I'm wondering now what the team would like to do."

Adapted from Quorum training materials, 1991.