



## Own the Room: Boosting Facilitation and Presentation Skills

2011 Creating Change Conference

Transgender Training and Advocacy,  
[www.tgtrain.org](http://www.tgtrain.org)  
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## Workshop Goals

- To help participants design and deliver powerful workshops in their communities.
- To discuss several components necessary to provide successful awareness-building presentations of any length.
- To strengthen confidence among participants by identifying and building on internal resources.

## Trainer's Background

- Provide Capacity-Building Training for health care providers on improving services to Trans community
- Long-time activist in Trans community, esp on Self-Care and Advocacy with providers
- 20+ years in health activism and health education
- 13 years as trainer on Trans issues for providers
- **Have trained 26,000 providers, 29 states.**
- **Current focus on Training of Trainers to help strengthen the next generation of activist/educators.**

## What Do You Need?

Why did you come to *this* workshop?

## In Triads (group of 3)

- Introduce yourself.
- Briefly tell your experience as a trainer.
- What you need from this workshop.



## Good vs. Bad Training Brainstorm

### Bad Aspects

- Reading slides
- All abt them
- Monotone
- Didn't relate/engage/connect
- No knowledge on topic
- Dominating audience member

### Good Aspects

- Tailored to group
- Eye contact/connect with room
- Prepared
- Humor
- Various educational strategies
- Accessible

## Good vs. Bad Training

### Bad Aspects

- Lose train of thought
- No discovery
- Like/um. Use of language
- Title not related to workshop
- Talk really fast

### Good Aspects

- Groundrules
- Ask and answer questions
- Reframe for facilitation
- Communicate love
- Admit what you don't know, or mistake

## Adult Learning Concepts

- People learn what they see modeled.
- Participants are active collaborators in learning: agree with agenda, work with peers, honored for their expertise
- Information must be relevant and apply to real life experience
- Reflects own experience
- New skills must be performed and practiced
- People learn in different ways and thru all senses

## Elements of Training

- Needs Assessment
- Climate Setting
- Informational Component
- Experiential Component
- Action (something to do after training)
- Closing
- Evaluation

*Identify Concrete Examples of Each Thing*

## Platform Skills vs. Content Skills

### Platform Skills:

- What makes the trainer worthy of attention.
- Holds safety in the room for positive engagement.

### Content Skills:

- Presenting material that is worth learning.
- Knowledge goes beyond what is being presented. Need to have lots of background.

## Platform Skills, Trainer Stance

*Note: See handout on Trainer Stance*

### Skills that make the trainer worthy of attention.

- Being confident and empowered to have authority
- Positive energy always. (Can be exhausting.)
- Engages group in multiple ways.
- Open body language.
- Allow for silence/quiet. Be patient.
- Refer to group when in "trouble spot"
  - Watch for non-verbal cues

## Beauty of Silence

- Silence is an important tool
- Use it for emphasis
- Be patient and allow group to absorb information. People respond at different paces.
- Don't respond to every comment or insist on having the "last word"
- Have trust that the group will come up with ideas that will add to the training and give them space to make those points.

## Facilitation Skills

Ways at directing discussion and involvement to keep all engaged.

- Always modeling behavior
- Must show unconditional positive regard
- Positive Reinforcement
- Direct discussion, don't demand it
- Don't get defensive.
- Practice, practice, practice. Be prepared.

## Facilitation Skills

- Feedback from participants: 1) more facilitation skills/techniques; 2) more tools for self confidence and anxiety relief related to training.
- Two facilitation slides, break down into confidence/ and room management.

## WORKSHEET Step 1 & 2

*Reflect and write down:*

### Step 1:

People want to listen to me because

- I am:
- I know:
- I make them:

### Step 2:

Through my training, participants will

- know:
- feel:
- Be able to:

## WORKSHEET Step 3 "The One Thing"

- Arm yourself with a fundamental hope or principle that is your underlying personal mission for the training.
- More values-based than the "Goal," and not something you share with the participants specifically
- It can help guide or calm you should something go awry or you just get really nervous. It is of your own voice, your own motivation.

## Power of Personal Stories

Considerations:

- Self-care around disclosing personal information
- Media and boundaries
- Confidentiality
- Holding onto your own power.



## Strategy

- Making choices about your story
  - Limits/scope/purpose of what you are sharing.
- Move from individual to larger context:
  - What can audience members do with the lesson?
- Move to positive possibility, arc of success.
  - If you don't have a "happy ending" what are things people could do for better outcomes?
  - "This was bad, but here are some suggestions on how you can do it better."

## Trans Losses



**Tyra  
Hunter**



**Gwen  
Araujo**



**Robert  
Eads**



**Alexander  
John  
Goodrum**

Photo by Manette Pathy Allen

Photos from Remembering Our Dead, [www.gender.org/remember](http://www.gender.org/remember)  
And Transsexual, Transgender and Intersexed History, [www.transhistory.org](http://www.transhistory.org)

## Self-Care

- Identify and Practice ways to reduce stress.
- Holding a safe room includes safety for you--it is okay to not answer personal questions.
- Have someone you trust to process the training with afterwards.
- Enjoy your success: recognize that small changes have a big impact.
- Give yourself a treat after a training, or at the least don't go immediately back to work.

## Evaluation

- Need to reflect on what worked and what didn't.
- Difficult to get perspective. Need to ask others how it went.
- Focus on positive feedback, not just negative.
- Celebrate success.
- Use valid criticism as lessons to improve.
- Celebrate success!

## Questions

- Ah Ha moment from the training?
- Thoughts and questions?

Being successful leading a room is a combination of

**having intention, holding safety, and empowering everyone in the room, including you.**

The best way to hold this power is to just step into it and HAVE IT.

**Thank you for all you do!**  
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*Celebrate Transgender Lives!*

Samuel Lurie,  
Transgender Training  
and Advocacy  
[www.tgtrain.org](http://www.tgtrain.org)

THANKS  
Creating Change  
Organizers and  
Hosts!