



Please see below the skills, qualities and abilities required to be a restorative facilitator.

## **FACILITATION SKILLS, QUALITIES AND ABILITIES**

### ***Communication***

Facilitators require strong listening skills and need to give participants space to say what they need to. Facilitation involves asking appropriate questions and gathering information, assisting participants to communicate; listen to one another and express emotions. Facilitators also need to be aware of body language and assess the non-verbal communication of participants.

### ***Impartiality***

The ability to facilitate in an objective manner and assist all the participants in the process is important.

### ***Building rapport***

Creating an environment in which participants can share their thoughts and feelings, allowing participants opportunities to make their own decisions. Facilitators need to be patient and allow participants to progress at their own pace.

### ***Analytical ability and problem solving***

Facilitators require the ability to assess the likelihood of reparation and opportunities for communication; knowing when to stop and when to continue the process. Possessing the ability to identify potential problems and solutions, to manage the risks involved with cases.

### ***Conflict management***

Facilitators need the ability to stay calm and encourage communication between participants at times of strong emotion, and encourage movement towards a constructive outcome.

### ***Management of the process and assertiveness***

Facilitators should be able to provide a safe structure for participants. To find a balance suitable for the situation; where we maintain control of the restorative process in accordance with participants' needs.

***Understanding of situations and people***

Facilitators require the ability to communicate with all participants. This requires some understanding of various different kinds of behaviour. For example, facilitators may be working with people who have addictions or are vulnerable.

***Ability to learn from experience***

Facilitators should be willing to build on knowledge, self-awareness and understanding of others.

***Creativity and flexibility***

The ability to come up with ideas, try different ways of working where necessary and be flexible to changing situations, is important.

***Genuineness and self-awareness***

Facilitators need to show respect to all participants and have an awareness of any prejudices held within ourselves. An ability to work honestly and be able to express one's own strengths and weaknesses is required for co-facilitation.

***Commitment to equal opportunities***

A willingness to build an understanding of how 'isms', such as racism, sexism and ageism, play a part in disputes between people. To be aware of different cultural needs, and to work with a diversity of clients and colleagues in an even-handed non-discriminatory fashion.

***Professionalism***

Facilitators need to take the role seriously, be prepared and on time.