

# THE INIFAC SUB-COMPETENCIES

## A. Presence

- A1. Facilitator projects confidence in own skills and own ability to lead the group.
- A2. Facilitator demonstrates warmth and caring.
- A3. Facilitator understands the impact of energy on participants and facilitates in a style appropriate for the audience and the session topic.
- A4. Facilitator makes adjustments in own style and language to adjust to the group.
- A5. Facilitator demonstrates awareness of own strengths and weaknesses.

## B. Assessment

- B1. Facilitator asks the questions to assess a client need and gains agreement with the client on the relevant scope and products.
- B2. Facilitator plans and prepares for the session effectively and collaboratively.
- B3. Facilitator develops customized processes to meet the specific requirements of clients.
- B4. Facilitator recognizes when a planned process is not working effectively and is able to diagnose the cause, and defines alternative processes to reach desired outcomes.
- B5. Facilitator evaluates experiences, identifies learnings and applies learnings to new situations.

## C. Communication

- C1. Facilitator actively listens, making sure to playback and confirm important points.
- C2. Facilitator demonstrates the ability to process information quickly, differentiate content issues, and isolate critical points in a discussion.
- C3. Facilitator asks appropriate focusing questions that help groups to engage effectively.
- C4. Facilitator asks appropriate follow-up questions that clarify, probe and redirect.
- C5. Facilitator delivers instructions that are accurate, clear and concise.
- C6. Facilitator effectively identifies and verbally summarizes agreements.

## D. Control

- D1. Facilitator creates and maintains a productive environment in which participants engage in interactions that stay focused on achieving the goal.
- D2. Facilitator creates and maintains a safe environment for people to speak openly without fear of retribution.
- D3. Facilitator creates and maintains an environment that takes into account and fosters respect for diverse cultures and styles.
- D4. Facilitator maintains an appropriate pace and manages the group's time during the session.
- D5. Facilitator demonstrates techniques for effectively guiding a group through conflict to consensus.
- D6. Facilitator takes action to prevent, detect and address dysfunctional behavior.

## E. Consistency

- E1.** Facilitator understands and consistently applies best practice techniques for starting the session.
- E2.** Facilitator understands and consistently applies best practice techniques for focusing and controlling the group.
- E3.** Facilitator understands and consistently applies best practice techniques for recording information.
- E4.** Facilitator understands and consistently applies best practice techniques for closing the session.

## F. Engagement

- F1.** Facilitator knows and uses multiple techniques and tools for keeping a group engaged in the work and interacting.
- F2.** Facilitator knows and uses multiple techniques and tools for problem solving and decision-making.
- F3.** Facilitator knows and uses multiple techniques and tools for promoting creativity.
- F4.** Facilitator knows and uses multiple techniques and tools for impacting energy.