

The INIFAC Competencies

History:

Originally INIFAC conducted research of over 450 facilitators and clients to develop its competencies. In 2020 INIFAC continued with its extensive global research and confirmed its competencies were valid and reliable and should be used to determine which type of skill level a master facilitator should have.

The acronym "**PAC³E**" is used to describe the competencies.

For permission to use our competencies please contact the INIFAC office at 1-479-200-3311.

Master Facilitators bring "PAC³E" to every engagement.

A. Presence

Master Facilitators bring compassion and authority to the room. Through their verbal and non-verbal expression, they exude confidence, energy and self-awareness while also conveying a high level of warmth and caring. They make adjustments in their style to better serve the group.

B. Assessment

Master Facilitators know and ask the questions necessary to accurately assess a client need. Based on their learning from past experiences, they create processes designed to address the client's specific requirements. They carefully plan and prepare sessions. They recognize when a planned process is not working effectively and are able to define alternative processes quickly to reach the desired outcome.

C. Communication

Master Facilitators are skilled communicators. They actively listen, making sure to playback and confirm important points. They have highly-tuned analytic skills which allow them to process information quickly, differentiate various content issues and isolate critical points in a discussion. They ask questions that help groups to engage effectively. They deliver instructions that are accurate, clear and concise. They effectively identify and verbally summarize agreements.

D. Control

Master Facilitators create and maintain a productive and safe environment in which participants with diverse styles and culture can engage in interactions that stay focused on achieving the goal. They maintain control of the session and an appropriate pace. They understand causes of disagreement and can effectively guide a group through conflict. They consciously take action to prevent, detect and resolve dysfunctional behavior.

E. Consistency

Master Facilitators understand and consistently apply best practice techniques for such activities as starting the session, focusing the group, recording information, and closing the session.

F. Engagement

Master Facilitators know and use multiple techniques for engaging a group, problem solving, decision-making, promoting creativity and raising energy.

