

THE INIFAC CERTIFIED MASTER FACILITATOR® CAVF® COMPETENCIES

- A. Presence: CMFs® 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.**
- A.1 CAVF® projects confidence in own skills and own ability to lead the group.**
 - A.2 CAVF® demonstrates warmth and caring.**
 - A.3 CAVF® understands the impact of energy on participants and facilitates in a style appropriate for the audience, the session topic, and the medium.**
 - A.4 CAVF® makes adjustments in own style and language to adjust to the group.**
 - A.5 CAVF® demonstrates awareness of own strengths and weaknesses in facilitating in a virtual session.**
- B. Assessment- CMFs® know and ask the questions necessary to accurately assess a client's needs. 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.**
- B.1 CAVF® asks the questions to assess a client's needs and gains agreement with the client on the relevant scope, products, platform, and engagement strategies to be used for the virtual session(s).**
 - B.2 CAVF® plans and prepares for the session effectively and collaboratively.**
 - B.3 CAVF® develops customized processes to meet the specific requirements of clients.**
 - B.4 CAVF® recognizes when a planned process is not working effectively and is able to diagnose the cause and defines alternative processes to reach desired outcomes.**
 - B.5 CAVF® evaluates experiences, identifies learnings, and applies learnings to new situations.**
- C. Communication: CMFs® 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.**
- C.1 CAVF® actively listens, making sure to playback and confirm important points.**
 - C.2 CAVF® demonstrates the ability to process information quickly, differentiate content issues, and isolate critical points in a discussion.**
 - C.3 CAVF® asks appropriate focusing questions that help groups to engage effectively.**
 - C.4 CAVF® asks appropriate follow-up questions that clarify, probe, and redirect.**
 - C.5 CAVF® delivers instructions that are accurate, clear, concise and if participants are unfamiliar with the virtual tool, provides an opportunity for participants to practice.**
 - C.6 CAVF® effectively identifies and verbally summarizes agreements.**
- D. Control- CMFs® create and maintain a productive and safe environment in which participants with diverse styles and cultures 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.**
- D.1 CAVF® creates and maintains a productive environment in which participants engage in interactions that stay focused on achieving the goal.**
 - D.2 CAVF® creates and maintains a safe environment for people to speak openly without fear of retribution.**
 - D.3 CAVF® creates and maintains an environment that considers and fosters respect for diverse cultures and styles and adapts to participants' differing proficiency with virtual tools.**
 - D.4 CAVF® maintains an appropriate pace and manages the group's time during the session, recognizing that virtual fatigue sets in earlier than in-person sessions.**
 - D.5 CAVF® Facilitator demonstrates techniques for effectively guiding a group through conflict to consensus.**
 - D.6 CAVF® takes action to prevent, detect, and address dysfunctional behavior.**
- E. Consistency- CMFs® understand and consistently apply best practice techniques for such activities as starting the session, focusing the group, recording information, and closing the session.**
- E.1 CAVF® understands and consistently applies best practice techniques for starting the virtual session.**
 - E.2 CAVF® understands and consistently applies best practice techniques for focusing and controlling the group in a virtual session.**
 - E.3 CAVF® understands and consistently applies best practice techniques for recording information in a virtual session.**

E.4 CAVF® understands and consistently applies best practice techniques for closing the session.

F. **Engagement: Through their behavior, the CMLF® adheres to a code of conduct that includes legal, ethical, and moral standards appropriate to local laws, customs, and practices.**

F.1 CAVF® knows and uses multiple techniques and tools for keeping a group engaged in the work and interacting.

F.2 CAVF® knows and uses multiple techniques and tools for problem-solving and decision-making.

F.3 CAVF® knows and uses multiple techniques and tools for promoting creativity in a virtual environment.

F.4 CAVF® knows and uses multiple techniques and tools for impacting energy in a virtual environment.