

DESIGN

THINK

GYM

Mirroring

WHAT

- Facilitator repeats the speaker's words verbatim. It helps the speaker hear what they just said
- Mirroring can show neutrality to a group
- New groups or new facilitators to a group can establish trust with a group using Mirroring

Mirroring

HOW

- Use the speaker's words, not yours
- If the speaker said a sentence, repeat back the sentence
- If the speaker said more than one sentence, repeat back key words and phrases
- Keep your tone warm and accepting

Paraphrasing

WHAT

- A tool to support people in thinking out loud straightforward way to show the speaker and group that their thoughts were heard and understood
- It is nonjudgmental and therefore validating. It enables people to feel that their ideas are respected and legitimate
- Speaker gets to hear how their ideas are being heard by others
- Helpful when what the speaker is saying might be convoluted, complex or confusing. You can ask clarifying questions after you paraphrase... “Is that what you mean?”

Paraphrasing

HOW

- In your own words, say what you think the speaker said
- To gain trust with the group, occasionally start your paraphrasing with sentences like:
 - “It sounds like you’re saying...”
 - “Is that what you mean?”
- When you’ve finished paraphrasing, look at the speaker and ask, “Did I get it?”

Tracking

WHAT

- It means keeping track of various lines of thought that are going on simultaneously within a single discussion
- Say people are talking about a project they need to complete. Assume 2 people are talking about timelines, 2 people are talking about staffing and 2 people are talking about budgets. It can be helpful to have someone focus on clarifying the ideas in the discussion.
- Some people can raise issues that are of interests to them and try to get everyone to consider their perspective as more important. Tracking helps show that multiple ideas are equally valid.

Tracking

HOW

4 Step Process:

- Facilitator indicates that they will step back and summarize the discussion so far.

“It sounds like there are a few different conversations or threads of discussion going on right now. I want to make sure I’m tracking them all.”

- Name that there are different conversations going on at the same time.

“One thread is timing, another is staffing and the last is budgeting.”

Tracking

HOW

- Check for accuracy with the group (like paraphrasing/mirroring).

“Am I getting it right?” (The group will tell you if you missed anything, and they will add. Validate it and move on).
- Invite the group to resume the discussion with the different threads identified

“Any more comments to add? Okay, lets get back to it.”