KGBV JALMANA 2018-19
PROBLEM SOLVING SESSIONS MODULE

Objectives
A compilation of problem solving sessions conducted by girls and teachers of KGBV Jalmana.

Tips and Guidelines for the Facilitators

1. Empathy: Please be empathetic in your facilitation. Be conscious of your assumptions.

2. Breaking hierarchies - Though one can’t command the breaking of hierarchies, they can be modeled in their practice. For example, removing pedestals (sitting on same level), giving equal importance to every viewpoint, not shutting down any viewpoint as “bad”, illogical, and again, being conscious of one’s assumptions.

3. Active listening - Please listen attentively through words, body language, and expressions. Always be non-violent in your communication.
4. Facilitate rather than deliver - You are not supposed to deliver content but facilitate the different voices and views presented for the objectives. A good facilitation would involve asking more guiding questions to assimilate and converge views to achieve the objectives of a session. A basic thumb rule is 30:70-Facilitator speaks for 30% while the participant speaks for 70% of the time. Try to make it an interactive session; encourage students to ask questions and speak out. Assure them that this is an informal and safe space. Use Hindi and words that are familiar to them. Ask the teachers for reference as they know more about this.

5. Make community agreements and keep revisiting them every session - The purpose of the community agreements is not for formality but rather to ensure the smooth functioning of the sessions.

6. Tying up the different points - Please be cognizant of having clear cut actionables from every session. Sometimes there is a possibility that sessions diverge out of hand without any conclusion, and that is where tying up of viewpoints, clarifying viewpoints, and listening attentively will help to facilitate the session.
7. Make people feel heard - Referring to the viewpoints with names, building on the previous viewpoints, making eye contact, having a positive and open body language, acknowledging viewpoints, appreciating thought provoking questions/viewpoints, not shutting down any questions, and using board/flip charts/charts to note down the points will help.

8. Being aware of the people who are finding it difficult to express themselves. Showing patience, giving space and not forcing such participants will help ease them into discussions. There has to be a balance between encouraging the children to speak out and cornering them.

9. Give equal attention to all students.

10. Be focused: An effective session is that which proceeds towards a definite direction and participants have takeaways at the end. Avoid digressing, and try to bring back the group to the main discussion points.

11. Involve the teachers. Share the plan with the teachers beforehand and incorporate their inputs. These will vary from school to school. Do not shy away from asking for their help in case the children do not react much as familiarity will help the students open up.
12. Prepare all the required materials (for example, chart paper, cut outs, pencils, pens, props, books, etc) before the session.

13. Before introducing any new activities, try it yourself and look for any logistical obstacles. Review the entire session before it actually takes place.

14. Mentally prepare yourself for the worst. More often than not, things do not go according to plan. There might be an issue with the transportation, permissions, weather problems or last minute scheduling changes at the school. Do not get disheartened. Try to make the best of the situation.

15. Keeps your phones away during the session unless for taking photos of the students.