Levels of Intervention

Gentle Intervention Silence Supports "I understand you. Keep going." Ask questions to clarify "Can you give us an example?" Asks questions to change Persuasive "What's missing in your proposal?" Asks questions to move "Can we spend another 10 minutes on this topic and then we move on?" Suggests choices "It seems like we have two proposals here that capture what people are saying; would it be okay if we focus on these two proposals?" Suggests process "How about we brainstorm some ideas about this proposal and then we use our criteria to decide which of these proposals is best for us. Is that okay with folks?" Sharing ideas "I've been in this situation before, and I have found that option C can be a wise choice, provided you have the funding." Directive Guidance "My recommendation is that you try this proposal out and then review your decision in six months." Choosing for the group "Looking at the next steps that we've brainstormed here. I think we should move forward on these three action items. Who would like to do this action?" Directing "Anil, could you write a fundraising plan by the 1st of next month? Thank you."

Jessica Bell slightly adapted Trevor Bentley's handout in "Facilitation: Providing Opportunities for Learning" New York: McGraw-Hill, 1994, p.63.