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Facilitator tool - Paraphrase

When you want to better understand what a person meant or you feel that other participants did not hear or did not fully understand their speech, use a paraphrase. The paraphrase is to repeat in our own words what we have understood from the interlocutor's statements.

Questions/statements that may be helpful:

- So you say / think that ...
- In other words.....
- From what I understood, you mean ...
- If I understand your question correctly, you mean ... Or so?

Except for the better understanding that we gain after using paraphrases, we can also show that we focus on the participant's statements, issues that he touches, listen carefully to him and we are interested in what he has to say. It may encourage him to further statements.

The interlocutor has the opportunity to get an idea of how his words are received, refer to it, specify his statement.

Important: paraphrasing, do not judge the participant's statement, do not value it. Be impartial. Your statement should not contain interpretations or suggest ready solutions to the interlocutor.



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Facilitator tool - Clarification

If the statements of the participants are short, laconic, unclear, you may want to clarify them so that other participants (and you) understand them better and that the interlocutor has the opportunity to develop his/her speech.

Clarification is a questioning, clarifying, clarifying the interlocutor's statements. To apply it you can, for example:

- repeat the statement which is unclear (paraphrase) and then ask an open question, e.g.

You say the matter is hopeless (paraphrase). What exactly do you mean? (clarification)

- paraphrase the statement and use one of such words as "because", "so", "but" and suspend the voice:

You say that writing this project does not make sense now (paraphrase), because...? (clarification)

Other examples of clarifying questions: What exactly is unclear? What does this mean for you? What is the most important thing for you?



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Facilitator tool - Boomerang

It is a very simple tool, whose purpose is firstly to remove responsibility off the person who conduct meeting and sometimes is perceived as a subject expert. The second purpose of this tool is to increase the involvement of the participants. What does it consist of?

When a participant asks a question, and you, as a facilitator - think that you either don't know the answer or you don't want to give it, you can "reject" the question so that it returns to the group. Like a boomerang thrown. What does this look like in practice?

Facilitator, asked, e.g. "But what should I use X for?" may - instead of answering - ask a person back: "What do you think about it? What ideas do you have? "

The second option is to ask not the asking one, but the whole group. It really works!