

# **Seniors on Board**

Community Transit - Nova Scotia  
Community Based Transportation Association

## **Facilitation Guide**

# Seniors on Board Facilitation Guide

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This guide can be used by anyone who uses the train-the-trainers manual. It is strongly suggested that new facilitators use this as an aid throughout their first facilitation process.

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# Unit snapshots

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## Introduction

This unit is for you to gain an understanding of what transportation issues and options exist in Nova Scotia.

## Preparing for delivery

This section will guide you in your preparations for training delivery.

## Unit 1: Start

This section allows for introductions to be made and includes a positive thinking exercise regarding transportation use.

## Unit 2: The 'Talk'

The exercises in this section teach participants how they can use the bus (i.e. by reading schedules and planning routes).

## Unit 3: The 'Walk'

This section involves taking participants on the route they planned in Unit 2, followed with participants' evaluation of the program. This gives participants a taste of how to travel on a bus.

## Following delivery

You and the other instructors will discuss your successes, difficulties and future changes to the program. You will also make follow-up calls to your participants to see how they feel about the transportation training and to remind them of any upcoming events.

# Training methods

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Changing up the style of training will keep your participants engaged longer periods of time. This manual incorporates several different methods like:

- Facilitator presentations
- Brainstorming
- Group discussion
- Active learning using tools (like bus schedules)
- Visioning exercises
- Actually doing what was talked about in the session
- Reflection processes

You can incorporate specific tools to reflect your thoughts and the ideas from the group to everyone in the training room, such as:

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Flip charts | <input type="checkbox"/> Case studies     |
| <input type="checkbox"/> Power point | <input type="checkbox"/> Games            |
| <input type="checkbox"/> Video       | <input type="checkbox"/> Drawing/crafting |
| <input type="checkbox"/> Role play   | <input type="checkbox"/> Guest speaker(s) |

[Specific instructions will be provided in the activity guidelines. You can change things to work the way you feel is most practical and effective in the setting you will be in.]

# Communication

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Use the following tips to help you communicate effectively with your participants:

## Body language:

- Keep your chest open and arms uncrossed
- Make eye contact with all your participants
- Smile and be calm
- Sit at the same level as your participants, not above them
- Avoid chewing gum and putting your hands in your pockets

## Voice:

- Speak loudly and clearly
- Be polite and unassuming
- Speak with confidence but not as a know-it-all
- Engage with your participants using everyday speech
- React positively to participants

# General facilitation tips

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Use the following tips to create a comfortable and trusting atmosphere for everyone at your training session.

## Introductions:

- Make sure introductions are not too open ended- you may get a lot of talk
- Keep a relaxed atmosphere so that people feel comfortable to talk and raise questions
- Make all points clear- don't skim over parts you think others will know already

## Listening and talking:

- Keep your talking to a minimum but reinforce important points
- Keep an open mind by listening to the opinions of others
- Give everyone the chance to speak (politely divert the conversation if one person is talking too much)
- Use examples
- Respect the knowledge of your participants
- Encourage participants to ask questions
- React positively and encourage discussion

## Time and preparation:

- Stay on task and on time- if one activity takes too long try and shorten another
- Share facilitation with other facilitators
- Double check before you start that you have all your materials and that you are prepared for the entire training session
- Make sure you have read the background information and be prepared to answer specific questions regarding your transit service
- Have someone take notes of participants discussions for your evaluation process

# Activity supplements

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## Activity 2:

### Brainstorm transportation advantages and needs

#### Suggested questions:

1. *Have you ever used community-based transportation or public transit before? Why or why not?*
2. *How can you use public transportation in your daily life? (Make sure you have a bus route map and know the boundaries of your community-based transportation).*
3. *Under what circumstances would you use public transportation services?*
4. *How could you integrate public transportation into your life?*

