

This document was modified from the [Interprofessional Learning Facilitator Guide](http://www.ipcontherun.ca/wp-content/uploads/2016/02/1PE-Facilitator-Guide.pdf).<sup>1</sup>

Challenge	Possible Causes	Facilitation Strategies
Keeping the group on track	<p>*High Volume/High Impact—high performing student dominates conversation</p> <p>*High Volume/Low Impact—dominates conversation but does not contribute anything meaningful</p> <p>People focused on their own knowledge and expertise</p>	<p>-Ask them to summarize</p> <p>-Thank them, summarize, and move on to refocus on the agenda or topic</p> <p>-Restate the objectives of the session</p> <p>-Promise to give space for related tangents</p>
Conflict	<p>Personality clashes</p> <p>Perceived hierarchies</p> <p>Disrespect</p> <p>Generational Issues</p> <p>Emotionally charged issues</p>	<p>-Get opinions from others</p> <p>-Note points of disagreements and minimize where possible</p> <p>-Draw attention to the agenda/topic/new question</p> <p>-Review ground rules/engage</p>
*Low Volume—quiet or shy participants	<p>Personality</p> <p>May be lost or confused</p> <p>Cultural differences (familiarity/comfort with collaboration processes; different educational traditions; different approaches to time management; language barriers)</p>	<p>-Seek out their opinions</p> <p>-Sincere and subtle recognition</p> <p>-Include adapted forms of participation—reflection questions, pair discussions; praise low volume participant when active</p>
*High volume/High Impact participant—talks all the time	<p>Personality</p> <p>Natural leaders</p> <p>Need to make their point known</p>	<p>-Ask them challenging questions to slow them down</p>

<sup>1</sup> The University of British Columbia. (n.d.). Interprofessional Learning Facilitator Guide. Retrieved from <http://www.ipcontherun.ca/wp-content/uploads/2016/02/1PE-Facilitator-Guide.pdf>.

	Well-informed  Over-eager	-Summarize their statements and use as a way to bring in quieter members  -Ask, “What does everybody else think?”
Disruptive group member	Bored  Does not see the relevance of discussions  May not understand something	-Repeat or summarize the last opinion offered and ask for theirs  -Ask the group how they are doing with ground rules (respect?)
No one is talking/contributing	Instructions might not have been clear  Lack of Leadership  An entire group of Low Volume/High Impact members	-Stimulate interest by seeking their opinions  -Pair/share—allows participants to get used to talking in a situation where being silent is much more awkward for them (in a pair)—which segues into a group discussion
Wanting your expertise	Genuine interest  Think there is a “right answer”	-Redirect the question to others  -Reaffirm your role as a facilitator, and that there are benefits to peer-based investigation