

Guidelines for Facilitators for the Volunteer Feedback Session (Fleadh 2016).
Date: Tuesday 25th October 2016

6.00pm – 6.10pm	Welcome & Presentation – Sharon
6.10pm – 6.50pm	Table Discussion
6.50pm – Wrap Up	Sharon

Tables:

1. Green Fleadh
2. Street Ambassadors
3. Traffic Stewards
4. Car Park Stewards
5. Venues – Concerts
6. Venues – Competitions
7. Volunteer Centre / Catering
8. Street Stewards

Each table will have 1 facilitator and 1 note –taker

Facilitator will be briefed before the session

Facilitator / Note-taker will be asked to complete a one page comment sheet

WELCOME

Welcome all participants: *"Thank you for agreeing to be part of the focus group. We appreciate your willingness to participate".*

INTRODUCTIONS

Introduce yourself to the group along with your assistant facilitator. Explain that your role is to encourage discussion on the questions which have been submitted by the Clare Volunteer Centre. The reason we are having these focus groups is to look at how we can improve the **volunteer experience** for Fleadh Cheoil na hÉireann 2017. We need your input and want you to share your honest and open thoughts with us.

GROUND RULES

1. WE WANT YOU TO DO THE TALKING.

We would like everyone to participate. I may call on you if I haven't heard from you in a while.

2. THERE ARE NO RIGHT OR WRONG ANSWERS

Every person's experiences and opinions are important. Speak up whether you agree or disagree. We want to hear a wide range of opinions.

3. BE SUPPORTIVE AND ENCOURAGING OF EACH OTHER

I would ask you to turn off your mobile phone and be respectful of each others opinions.

QUESTIONS

- **"Thinking about your involvement with Fleadh 2016, what went well?"**
Encourage open discussion (4-5 mins)
Ask participants to write down key points on post-its and place on sheet
- **"What specific areas should be covered in preparation and training for Fleadh 2017?"**
Encourage open discussion (4-5 mins)
Ask participants to write down key points on post-its and place on sheet
- **"To improve your volunteer experience, what support would you need from the Clare Volunteer Centre?"**
Encourage open discussion (4-5 mins)
Ask participants to write down key points on post-its and place on sheet
- **When all your questions have been asked, and before the group ends, ask if anyone has any other comments to make. This can be an effective way of gathering other opinions that have not yet been voiced. Encourage open discussion (4-5 mins)**

- Thank the group for participating and explain that the report will be available on www.volunteerclare.ie. Offer people the opportunity if they wish to fill in a comment form

The focus group moderator has a responsibility to adequately cover all prepared questions within the time allotted. S/he also has a responsibility to get all participants to talk and fully explain their answers. Some helpful probes include:

- "Can you talk about that more?"
- "Can you give an example?"

It is good practice to paraphrase and summarize long, complex or ambiguous comments. It demonstrates active listening and clarifies the comment for everyone in the group.

Because the moderator holds a position of authority and perceived influence, s/he must remain neutral, refraining from nodding/raising eyebrows, agreeing or disagreeing.

A moderator must tactfully deal with challenging participants.
Here are some suggestions:

- Self-appointed experts: "Thank you. What do other people think?"
- The dominator "Let's have some other comments."
- The rambler: "Stop eye contact; jump in when you can and paraphrase their comment"
- The shy participant: "Make eye contact; call on them; smile at them."
- The participant who talks very quietly: "Ask them to repeat their response more loudly or repeat their comments to the rest of the group"

AFTER THE SESSION

Please fill in the attached form.

