**Facilitator Body Language**

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| **GESTURE** | **INTERPRETATION** |
| Smiling and nodding | A signal of encouragement given to a participant who has been hesitant to speak. |
| Lifting an eyebrow | An indication of interest, possibly surprise, or questioning what was said. This gesture may encourage a participant to continue speaking. |
| Tilting head and lifting eyebrows | Similar to above but slightly more noticeable. |
| Gesturing with open hand from wrist toward participant | An invitation to speak. |
| Gesturing with both open hands, palms up | We’ve encountered a dilemma; what do we do? |
| Pointing to a participant | It’s your turn to speak. |
| Pointing to one person while holding up other hand to another participant | Two people want to speak at once, so the moderator is the traffic cop. First one person talks, then the other. |
| Leaning into the table | I’m interested; tell me more. |
| Leaning back from the table | Go ahead and talk. I’m just listening. |

Source:

Krueger, R. A. (1997). *Moderating focus groups* (Vol. 4). Sage publications.

**Probing**

An essential technique is the probe, the request for additional information. In most conversations and group discussions, there is a tendency for people to make vague comments that could have multiple meanings or to say, “I agree.” When this occurs, the probe is an effective technique to elicit additional information. It is usually best to use the probe early in the conversation to communicate the importance of precision in responses and then to use it sparingly in later discussion.

Typically, probing involves such comments as the following:

“Would you explain further?”

“Can you give me an example of what you mean?”

“Would you say more?”

“Is there anything else?”

“Please describe what you mean.”

“I don’t understand.”

“Tell me more about that.”

“How does that work?”

“What experiences have you had that make you feel that way?”

A few probes used in this way underscore the impression that more detailed answers are needed and wanted. Sometimes the moderator might ask a probe question to the entire group to elicit additional responses:

“Who else has something?”

“What about the rest of you?”

“I see people nodding their heads; tell me about it.”

“We want to hear all the different points of view. Who else has something that might be a bit different?”

Source:

Krueger, R. A. (1997). *Moderating focus groups* (Vol. 4). Sage publications.