

SOP: Session Delivery Process and Facilitation Guidelines

This SOP details the **session delivery process and facilitation guidelines**, covering preparation and planning, communication techniques, participant engagement, time management, audiovisual aids, technology use, handling questions and feedback, conflict resolution, and post-session evaluation and reporting. The aim is to ensure consistent, interactive, and impactful session delivery, maximizing learning outcomes and participant satisfaction.

1. Preparation and Planning

1. Review session objectives and expected outcomes in advance.
2. Gather and prepare all required materials (presentations, handouts, activities, etc.).
3. Familiarize yourself with the participant list and adjust content as needed.
4. Test audiovisual equipment and technology tools before the session.
5. Ensure the session environment is comfortable and free from distractions.

2. Effective Communication Techniques

- Open the session with a clear introduction and agenda overview.
- Speak clearly, at an appropriate volume and pace.
- Use positive body language and make appropriate eye contact (virtual or in-person).
- Encourage open dialogue and active listening throughout the session.
- Clarify key points and summarize frequently to check understanding.

3. Participant Engagement Strategies

- Incorporate interactive activities (Q&A, polls, group work, discussions).
- Ask open-ended questions to prompt participation.
- Acknowledge participant inputs and foster inclusion.
- Monitor engagement levels and adapt facilitation style as necessary.

4. Time Management

1. Allocate time blocks to each session component based on the agenda.
2. Use a timer or clock to keep track of progress.
3. Provide scheduled breaks if the session spans multiple hours.
4. Wrap up each segment to ensure timely completion.

5. Use of Audiovisual Aids and Technology

- Choose aids that clarify and enhance learning (slides, videos, whiteboards, etc.).
- Ensure all participants can see and hear the materials presented.
- Share screens and resources efficiently during virtual sessions.
- Have backup plans in case of technical difficulties.

6. Handling Questions and Feedback

- Establish ground rules for asking questions at the start of the session.
- Address questions respectfully and concisely.
- Park off-topic or complex questions for follow-up if needed.

- Encourage feedback through open dialogue or digital tools (chat, survey).

7. Conflict Resolution Methods

- Remain neutral and composed when conflicts arise.
- Listen to all sides and acknowledge concerns.
- Enforce session ground rules and redirect focus to session objectives.
- Escalate unresolved issues to appropriate authorities after the session if necessary.

8. Post-Session Evaluation and Reporting

1. Distribute feedback forms or digital surveys at session end.
2. Review participant feedback to identify areas for improvement.
3. Complete a session report summarizing key outcomes, participant engagement, and noted issues.
4. Share the report with relevant stakeholders.
5. Update session materials and methodologies as required based on feedback.

9. Responsibilities Overview

Facilitator Responsibility	Description
Session Planning	Prepare objectives, materials, agenda.
Session Delivery	Engage participants, manage time, use technology.
Conflict Handling	Address disruptions, maintain inclusivity.
Evaluation	Collect feedback, report outcomes, adjust future sessions.

10. Review and Revision

This SOP is subject to annual review or revision as required based on participant feedback, session outcomes, and organizational changes.