

Knowledge, Skills, and Attitudes for Excellent CLTS Facilitation:

Knowledge

- Fecal-oral transmission routes
- Local language for the village
- Social, environmental and health information for the village
- History of sanitation interventions for the village
- CLTS concept: how it is different than typical approaches, the Do's and Don'ts
- How to use CLTS tools: social mapping, transect walk, shit calculation, medical cost calculation
- Overcoming "challenging scenarios"
- Simple low-cost latrine models, for materials available in the village
- Experience level and strengths of team members to divide roles appropriately

Skills

- Facilitation skills: able to help people understand and be motivated to act without lecturing
- Communication skills: be a clear, concise and engaging speaker. Be an attentive and observant listener.
- Critical thinking and learning skills
- Based on observations, can analyse and respond quickly to modify facilitation style to suit community's participation and reactions.
- Able to build rapport and trust very quickly with the community
- Creative, especially when challenged
- Good judge of people: natural leader selection, ignition moment
- Leadership skills: self-motivated, responsible, entrepreneurial

Attitudes

- Patient enough to let the community come to an understanding of the sanitation situation of their own
- Confident and courageous enough to push the community out of their comfort zone during the triggering – especially to really trigger them at the ignition moment
- Humble enough to let the community decide for themselves what to change, and how to do it
- Fun attitude to keep everyone interested, and willing to participate
- Team player to work effectively with fellow facilitators
- Accommodative and adaptable to modify facilitation style on the spot
- Genuinely visit to learn from them

Building a team of excellent facilitators is the key to successfully fostering ODF behaviour change across your district.

