

TASKS OF THE FACILITATOR

- **Manages the process from start to finish.**
 - * Focuses energy of the group on a common task.
 - * Helps the group stay on task.
 - * Manages group process/protocol; keeps process moving along in productive manner.
 - * Controls the flow of contributions; encourages all to participate.
 - * Strives for consensus decision making.
 - * Watches for fatigue and need for breaks or movement.
 - *
 - *

- **Supports the development of a collaborative culture.**
 - * Creates a climate where open, honest communication is valued.
 - * Helps the group surface and learn from conflict.
 - * Works to ensure that all points of view are heard and considered.
 - * Protects members from personal attack.
 - * Supports the group in taking time to be thoughtful and reflective.
 - *
 - *

- **Remains neutral**
 - * Is a neutral "servant of the group."
 - * Keeps emotionally uninvolved.
 - * Steps out of the spotlight.
 - * Becomes *invisible* when the group is facilitating itself.
 - * Does not give personal opinions on the content of ideas or issues.
 - * Does not evaluate content ideas.
 - *
 - *

- **Uses effective communication skills**
 - * Models SPACE.
 - * Listens to understand.
 - * Helps the group surface assumptions.
 - * Summarizes periodically.
 - * Synthesizes ideas.
 - * Ask more questions than providing statements.
 - *
 - *

Hints for the Facilitator

- Clearly define your role.
- Get agreement on a common problem and process before beginning.
- Partner closely with the keeper of the group memory.
- Be sure arrangements have been made for a meeting place, necessary materials and equipment, refreshments.
- Look beyond agenda items to desired results and necessary process.
- Boomerang questions back to group members.
- Be positive.
- Don't talk too much. Listen more than you talk.
- Support the recorder.
- Don't be afraid to make mistakes.
- Listen, listen, listen, listen, listen, listen.

My Personal Take Aways for When I Facilitate