

## Facilitations 101

### *Facilitator's Checklist*

1. Am I giving people equal time?
2. Am I helping people feel safe in participating?
3. Am I helping people who tend to dominate give other people a chance?
4. Am I avoiding taking sides?

### *The Outback of Facilitation*

*There are no rules! But maybe these guidelines will help...*

- I. Plan, but not too much!
- II. Create comfort
- III. Pull people in – it's okay to ask people if they'd like to contribute, find ways to draw people in
- IV. Don't stomp on the flora and fauna – nurture ideas and flow of conversation, don't crush the dialogue out of the group by forcing a pre-determined agenda if something meaningful emerges from the group
- V. Silence is golden – if the group isn't talking, don't feel that you need to fill the void with your own voice
- VI. Use it if you ask for it – don't ask for comments and suggestions unless you really want them!
- VII. The rabbit and the hare – start out slowly, get the group to ease into the conversation; vary the pace of the dialogue and never break a successful momentum unless you absolutely must!
- VIII. Focus, focus, focus – restate participant points and provide links back to the objective
- IX. Have fun – use humor and encourage having a good time

### *Tips from the tops*

1. Be a good listener
2. Control the pace – speed it up or slow it down
3. Admit ignorance – it's okay if you don't have all the answers
4. Check in – ask the group if everything is 'on track'
5. Avoid making judgmental comments, even if they are complimentary – what happens if you say 'Good comment!' or some similar positive remark to all but one or two group members? A simple 'thank you' is great for comments and potentially keeps you out of trouble!
6. Support the process – for corporate meetings, meeting the goal may indeed supercede other meaningful group learnings. Be willing to draw the group back to the task at hand.
7. Smile – some people scowl or furrow their brows when thinking. Don't always interpret this as a reflection of your facilitation! Check in with the group (see #4 above!) and keep smiling to create an atmosphere of safety and comfort