

HOW TO BE AN EFFECTIVE FACILITATOR CHECKLIST

- Be prepared**
 - Understand goals of group
 - Be familiar with the subject matter
 - Come with discussion questions
 - Anticipate participant questions or thought processes

- Set a relaxed and open tone**
 - Welcome everyone
 - Provide refreshments
 - Use humor
 - Focus on differences in opinion, not in personality

- Establish clear ground rules with the consensus of the participants**
 - Mutual respect and openness
 - Spirit of collaboration and listening
 - Encourage participation from all
 - No personal attacks over differences in opinion
 - Maintain confidentiality to encourage openness

- Identify the goal or purpose**
 - Know why you are there
 - Review the agenda with the participants, ask for feedback and make adjustments

- Facilitate interaction**
 - Guide discussion based on ground rules while remaining neutral
 - Keep group focused on topic
 - Monitor communication
 - Consider small groups for more open communication
 - Only intervene when it is clear that the group is widely off-topic
 - Allow participants to respond to each other's questions first
 - Allow the group to have a moment of silence after you ask a question
 - Involve everyone
 - Reestablish ground rules if discussion turns into debate

- Help the group with content**
 - Consider a wide range of views with pros and cons
 - Ponder what values & concerns influence the group's beliefs
 - Summarize the discussion as it moves along
 - Identify common ground

- Make the discussion productive by asking follow up questions
- **Reserve adequate time – at least 20 minutes – for closing**
 - End on a positive note
 - Ask for final comments/questions
 - Ask for new ideas stemming from the discussion
 - Remind the group of the next meeting and its tentative agenda
 - Thank everyone for contributing
 - Acknowledge difficulties & hard work
 - Evaluate the group's effort

Effective facilitators:

- ✓ Ask, don't tell
- ✓ Compliment individuals personally
- ✓ Build relationships by moving away from being constantly task-oriented
- ✓ Initiate the conversation
- ✓ Ask for opinions, rather than offering own
- ✓ Listen without interrupting
- ✓ Are empathetic
- ✓ Draw energy from the group and activities
- ✓ Build on intuition, not just facts
- ✓ Look people in the eye
- ✓ Are persuasive, enthusiastic, and outgoing
- ✓ Act like a counselor or a coach
- ✓ Have a sense of curiosity about people
- ✓ Keep the big picture in mind while working on the details