

## THE ROLE OF FACILITATOR

The main role of the neutral facilitator is to enable the group to work through their tasks using process skills. When the facilitator takes responsibility for the process, the group is free to focus its synergy on the substance of the meeting.

The facilitator will know when or how to:

- Begin the meeting with a check-in.
- Help the group establish ground rules, or check to see if any changes are necessary.
- Assist the group in recapturing where they left off in the last meeting and remind them, if necessary, of any agreements made for this meeting.
- Help the group as they clarify the purpose of their meeting and agree on the process to be used to meet their goals.
- Work with the group to build an agenda to accomplish set goals. The agenda should:
  - Be developed with the group;
  - Prioritize tasks and clarify expected outcomes of each;
  - Establish time frames for each item; and
  - Be agreed upon by the group before going any further.

## FACILITATOR RESPONSIBILITIES

Provide a safe environment for all to participate in.

- ◆ Surface elephants using principled communications.
- ◆ Protect individual people and their ideas from attack.

Keep the group focused on its task as well as its process.

- ◆ Remind the group where they are in terms of the agenda, problem solving and time remaining.
- ◆ Avoid process battles; encourage process agreements.
- ◆ Survey for level of agreement; identify when a decision is made.

Ask for process checks to determine how group members feel about what is occurring at any time.

- ◆ Acknowledge changes or deviations from the group's agreed upon agenda, tasks or processes.
- ◆ Provide ongoing feedback.
- ◆ Educate the group.

Be sensitive to the physical needs of the groups.

- ◆ Honor group's decisions on starting/ending and meal times.
- ◆ Call for breaks when necessary.