

FACILITATING DIVERSE CONVERSATIONS

What is my Role as a Facilitator?

- Encourage Participation
- Keep Conversation Moving and Focused
For example, when talking about the impact of Ferguson on the St. Louis region, don't let the conversation move to animal rights!
- Summarize Ideas and Connect the Dots



What you want to do:

- Establish Ground Rules *(Note: Remind participants there is no right and wrong.)*
- Remain Neutral
- Keep the Group Focused
- Summarize Key Points
- Actively Look for Ways to Include Participants that You Have Not Heard From
- Integrate Facts When Appropriate

What You Don't Want to Do:

- Participate in the Discussion
- Interject after Every Comment / Question *(Note: Try to engage the group in responding to comments and questions)*
- Show Bias or Criticism
- Ask Yes or No Questions
- Be Afraid of Not Knowing the Answer *(Note: Saying "I don't know" is very common and acceptable)*

Useful words/phrases to use when facilitating:

- What are the different perspectives on.....(topic at hand)?
- These are very similar and interesting points being made. Does anyone have anything different to contribute?
- Have you ever wondered why.....
- I think what I am hearing is some people saying "X" and a few other people are saying "X", what might be the differences in reactions / responses?