

## What is my role as a facilitator?

- Encourage participation
- Keep conversation moving and focused
- Summarize ideas and connect the dots

### DIALOGUE

- Is about learning
- Finds the solution together
- Is collaborative
- Finds strengths in other's points
- Is open-minded
- Seeks new options
- Is ongoing

VS.

### DEBATE

- Is about winning
- Has one right answer
- Is combative
- Finds flaws in other's points
- Is closed-minded
- Seeks closure
- Is short-term

## Facilitation do's:

- 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

## Facilitation don'ts:

- 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*)

## Effective facilitation questions:

- What are the different perspective on [the topic at hand]?
- 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 "Y", what might be the differences in reactions/responses?