

What is Facilitation?

Neutral person that helps a group work together.

Must be acceptable to the members of the group.

No decision-making authority.

Sets the tone for the meeting to insure respect for all.

Encourages collaborative participation and consensus building.

Encourages groups to stay on task, solve problems and make decisions.

Facilitator leads group processes with questions and framing for the discussion, but does not provide the answers.

Allows and encourages leadership to participate in decision-making (including voting).

Helps parties communicate and meet their goals.

Works with members at the meetings and between meetings.

Provides guidance for the group's problem solving.

Facilitation Values

Open process. Everyone shares information.

Respect for all.

Respect for the knowledge of the stakeholders.

Empowering the group.

Prepared by Crystal Shoji, AICP - Certified Facilitator



Commitment to the group as a whole.

Providing for participation of all.

At the end of the process people feel that the decisions were made fairly, whether or not the decision is what they wanted.

Ground rules of conduct provide a framework.

Facilitation Skills and Methods

Frame the discussion.

Direct and redirect questions.

Highlight areas of agreement and disagreement.

Cut off people who are domineering (respectfully).

Attention to verbal and nonverbal cues.

Encourage contrasting views.

Call on those who do not speak.

Maintain a visible record of what is said.

Determine when to move on.

Begin and end the discussion on time.