Facilitating

When You are Facilitating, Watch

**Emotions**—Resolve personal issues prior to facilitating groups. Keep in touch with your feelings. How is your attitude? Are you alert, smiling, happy to be there?

**Non Verbal Cues**—How is your posture?

What is the group showing you? Do they have energy to complete the task?

**Acceptance**—Allow everyone to show their true self. Listen, pay attention, and don’t judge. Deal with individuals in their own developmental stage, not where you’d like them to be. Help others articulate their feelings. Restate what they’ve said and summarize group conversations.

**Physical Surroundings**—Can you effectively communicate in this setting. Can members see one-another? Is it too hot/cold. Can everyone see the visual aids?

**Duties of the Facilitator**

Trust the resources of the group.

Do not direct.

Honor each member and encourage full participation.

Help the group achieve tasks effectively and efficiently.

Help the group work with conflict.

Guide the process rather than being involved in the content.

Listen Actively.

Draw out issues.

Keep the group focused and on task.

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**A Good Facilitator**

Praises and encourages others.

Values rules and norms and reinforces community standards.

Identifies personality conflicts and works with individuals to develop mutual respect.

Accepts individuals, not behavior.

Includes themselves in the discussion when appropriate.

Listens and empathizes with others.

Allows others to reflect on their experience.

Directs conversation to a person to person dialogue.

Trusts there will be a solution.

Allows time for closure.

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**What is Facilitation**

- Promoting ownership and encouraging group responsibility.
- Listening, clarifying and integrating information.
- Developing and asking the right questions.
- Keeping the group focused.
- Creating and reinforcing an open, positive and participative environment.
- Actively building rapport and relationships.
- Presenting information to the group.
- Demonstrating flexibility.
- Planning, designing, and managing meetings.
- Managing conflict and negative emotions constructively.
- Encouraging and supporting multiple perspective.

**Campus Programs that Develop Facilitation Skills**

- **Campus Recreation**
- **Adventure Leadership Program**
- **Student Activities**
- **Annual Leadership Conference**
- **First Year Experience**
- **Peer Mentor Program**