



## FACILITATOR DOs & DON'Ts

Facilitation is a process that guides discussion. The role of a facilitator is to encourage participants to move from the known to the unknown, pursue unfamiliar concepts and constructs, explore new options and opinions. When facilitating...

### Do!

Be humble and gracious as a way to honor and affirm the individual, the process, and the group

Listen to feelings and not just words that can be used to cover up feelings and real meanings

Be silent if necessary—so much can happen in silence

Adapt to the changing situation

Assume responsibility for the group journey

Spend time building relationships and trust

Be skillful in reading and responding to the underlying dynamics of the group

Be willing to probe, push, question, and challenge

Base decisions upon intuitions

Be present

Ask questions and listen

Emote but be restrained when the situation requires it

Use time and space intentionally

Maintain personal integrity

Demonstrate professionalism, self-confidence, and authenticity

### Don't!

Show up as the “enlightened teacher” with an attitude of one-ups-manship

Operate strictly from specified outcomes

Prioritize established timeframes over group processes

Move from known to known

Let loud, verbose dominators overtake the process. Ask them to listen

Get caught up in “trying” to rescue or protect someone

Be judgmental

Ignore body language and non-verbal messages—be willing to comment on that

Let people get off subject and continue their tangent. Move the group when needed

Ignore conflict. Address conflict early to alleviate tension

Lose sight of the big picture while working on the nitty-gritty

Lose eye contact when engaging people

Be subjective and biased

Sacrifice your commitment to self-care and your own learning and healing

Extend yourself beyond your limitations and capacity