

Tip Sheet

Facilitator's Guide

what is facilitation?

Facilitation is the process of helping a group conduct an efficient, productive and inclusive meeting.

what makes a good facilitator?

Good facilitators:

- Communicate the project's purpose and process, and explain how the meeting contributes to that
- Keep the conversation moving towards its aim(s)
- Create a safe, inclusive environment to ensure everyone feels comfortable and respected
- Stay neutral and avoid taking sides or manipulating outcomes
- Use a variety of facilitation techniques to keep participants interested and engaged
- Are flexible, and don't prioritize process over content
- Respect participants' time and input

facilitator roles

Facilitation can be done with one facilitator, but sometimes it is best to share the responsibility with other team members. Roles include:

- **Front-of-room facilitators** lead the meeting, taking it from start to finish
- **Co-facilitators** take turns leading and support each other
- **Table facilitators** lead small group discussions
- **Timekeepers** keep track of time for each agenda item
- **Notetakers** record what was heard during the session

task checklist

- Prepare the room**
It should be accessible and comfortable. All participants should have clear sight lines.
- Set the agenda**
Introduce the meeting, what it's about and how it works. Explain what feedback you want and how it will be used.
- Begin introductions and/or presentations**
Welcome all participants and introduce key team members.
- Allow for questions**
Always have an open question period following presentations.
- Explain the activity**
Introduce the activity. Review the purpose and objectives of the session.
- Encourage participation**
All voices should be heard. Draw out quiet people and keep track of who wants to speak.
- Stay on track**
When conversation strays, bring the group back to the agenda.
- Summarize key points**
Identify consensus items and make sure everyone understands the discussion.
- Seek commitments**
Test key points for agreement and make clear decisions. Clarify next steps and record action items.
- Thank participants and confirm their perspective on the session**
Thank participants for their time and input. Ask participants to complete the Feedback Form.
- Confirm next steps**
Ensure participants understand next steps and how their feedback will be used.