

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.