



Regardless of whether you're a facilitator from inside or outside of the group, a team leader or member, the following are parameters for effective facilitator behaviors:

Be Informed – Successful facilitators gather extensive information about their participants in order to fully understand both their profession and their needs.

Be Optimistic – Facilitators do not allow disinterest, antagonism, shyness, cynicism or other negative reactions to throw them off. Instead they focus on what can be achieved and draw the best out of the participants.

Be Consensual – Facilitation is fundamentally a consensus-building process. Facilitators always strive to create outcomes that reflect the ideas of all participants equally.

Be Flexible – Successful facilitators always have a process plan for meetings, but should be ready to toss it aside and change direction if needed. You bring alternative strategies and possess a good command of a variety of process tools.

Be Understanding – There are great pressures on employees in today's workplace. Facilitators need to understand this and recognize that antagonistic or cynical behaviors are a result of high stress levels.

Be Alert – Facilitators pay careful attention to group dynamics and notice what is going on at all times. Facilitators need to train themselves to be watchful of how people interact and how well they are completing the task at hand.

Be Firm – Good facilitation often takes a substantial level of assertiveness to keep people and activities on track. Facilitators should be ready to step in and direct the process when the situation calls for it.

Be Unobtrusive – The facilitator should do as little talking as possible. The participants should be doing all of the talking. The facilitator says only enough to give instructions, stop arguments, and keep things on track and sum up. Trying to be the center of attention or make yourself look important is a misuse of your position.

The purpose is to make the group succeed... An effective facilitator will leave a group convinced that "We did it ourselves!"

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Major Source Bens, Ingrid (2000). Facilitating with Ease! A Step-by-Step Guidebook. John Wiley & Sons, Inc.



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Available at www.meas-extension.org/tip-sheets

