Facilitating Behaviors

**As a facilitator, although it is not necessary to be a specialist on the material at hand, it is important to prepare yourself for the role.**

**FACILITATION**

The goals of facilitation are:

• To create a forum for group discussion

• To educate

• To articulate and respond to the questions and concerns of group

members

• To clarify and address issues

**Facilitating Behaviors:**

**Clarifying** *Interpreting, clarifying misunderstandings, defining terms*

“Tell us what you meant when you said that it was oppressive. We may not all have the same definition of oppressive.”

**Encouraging** *Being warm, friendly, responsive, respectful*

“We’re all learners in this process.”

**Evaluating** *Asking questions that encourage group members to examine an issue from a different perspective.*

“How does that comment relate to the way others in the room might feel in a similar situation?”

**Gatekeeping** *Managing time and group participation*

“Let’s hear from some of the people who haven’t said much today...”

**Giving** *Offering facts or personal experiences to clarify a point*

“That is a relevant observation. In fact, that very thing happened at...”

**Initiating** *Suggesting new ideas, definitions, approaches*

“Perhaps if we looked at the issue this way...”

**Orienting** *Bringing the group back to task*

“That’s an interesting point. Perhaps we can discuss it further later or during a break because now we really need to get back to what we started.”

**Resolving Conflicts** *Conciliating differences, cooperative problem solving*

“Even though you feel that way, Jason, can you understand what Tina is saying?”

**Seeking** *Asking for clarification, suggestions, more information*

“What has your experience been?”

**Summarizing** *Pulling it all together, restating points*

“What I think I hear you saying is...”

“Let’s review what we just discussed...”