

SUGGESTED ACTIVITIES OF GROUP FACILITATORS

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Actions:

- Attend to who is invited and what their roles are as participants in the group process.
- Establish ground rules for group relationships and healthy process WITH the group.
- Manage the group's time and time boundaries; focus on the agenda; keep on track.
- Set a tone for full business-like participation by modeling active listening; help people to participate in an orderly way; work to assure all points of view are heard.
- Ask questions that further creativity and critical thinking by participants; offer relevant frameworks (e.g. problem-solving models, etc.) and/or techniques (small group brainstorming, etc.) to structure effective discussion processes.
- Search for common ground; summarize points from time to time; after divergent discussion, seek convergent thinking toward results.
- When appropriate, record key discussion points, lists of ideas, decisions, agreements, etc., onto flip charts, white board, or other medium for group reference.
- Guide the discussion to appropriate outcomes, agreements, decisions, problem solutions, etc. Record outcomes publicly and check them for accuracy with the group; arrange for documentation of outcomes for future reference.
- Identify follow-on actions and those who are responsible for them; specify and record WHO, will do WHAT by WHEN.
- Summarize the process and draw the session to an end; conduct evaluation of the group process whenever appropriate for continuous improvement of meetings.

Cautions:

- Enforce the norm of "No Unnecessary Talk" (e.g. talking to impress, to posture, to aggrandize, to flatter, to deflect necessary talk, to distract from purpose, to control others, to manipulate time or mood, to create negative tension or anxiety, etc.).
- Handle participants who detract from the task. (e.g. domineering, hyper-active, passive-aggressive behavior, sniping at others, clowning, pushing self-serving discussion, insecure questioners asking repeatedly for the same thing, etc.)