

Facilitation Skills Checklist

Keeping on Track with Desired Outcomes

- Recognizes and addresses when poor or incomplete planning detracts from achieving meeting goal(s).
- Allows time for group to address process issues.
- Keeps group on track to achieve objectives in given time frame.
- Establishes and reminds group members of norms for meeting behavior.

Goals and Roles

- Clarifies goals and objectives of meeting.
- Checks and ensures group's understanding of goals.
- Recognizes when group members are unclear about goals, roles, work procedures, etc.
- Verifies all group members understand and commit to common goal(s).
- Recognizes when group's inability to function is caused by confusion over or non-acceptance of the goal(s).
- Provides time for group to discuss, clarify, and/or modify or negotiate goals.
- Ensures roles are assigned and understood.
- Recognizes when a member is not ready or committed to a specific role.
- Gauges the clarity of each role and how well it is being performed.
- Recognizes when ambiguous roles pose problems for the group.

Communication

- Invites quiet participants to contribute.
- Asks open questions to stimulate group discussion.
- Solicits ideas and suggestions from all members of the group.
- Provides feedback to group on how well they are communicating and interacting.
- Addresses non-verbal communication patterns.
- Paraphrases ideas and suggestions.
- Determines whether people's perceptions are distorting information sharing and understanding in the group.
- Maintains open, balanced and clear communication.

Conflict Management

- Steers conflict away from personalities and toward task-related issues.
- Summarizes opposing positions.
- Determines when members are suppressing their ideas to avoid conflict.
- Recognizes when group members try to smooth over conflict rather than addressing it.
- Resolves conflict immobilizing the group.
- Determines whether conflict is constructive and task-related.

Decision Making/Problem Solving

- Recognizes when a decision is made implicitly rather than explicitly.
- Determines if divergent or unpopular ideas are immediately rejected or ignored.
- Identifies type and appropriateness of the decision-making process the group is using.
- Assesses the strengths and weaknesses of the group's decision making.
- Implements appropriate decision-making procedure when decisions are needed.