

Meeting Facilitation Tips:

We are dependent on one another, every soul of us on earth. -George Bernard Shaw

Use and post an agenda. When discussion strays, use the agenda to bring the group back.

Use a flip chart - record side issues or those outside of the agenda on a flip chart. At the end of the meeting, determine when those issues will be addressed.

When you want to lead the discussion, stand front and center in the room. When you want the team to lead the discussion, sit or stand to the side of the room. Changing position sends cues to the team and helps you maintain control.

Capture minutes and decisions on flip charts during the meeting.

Set ground rules as a team and review at every meeting. SEEK covenant card.

Conflict Management Tips:

Have the team identify the criteria they will use to make a decision. Then evaluate ideas against each criteria.

Post each position on a flip chart, with two charts per idea (one pro and one con). Have participants silently post their ideas on the appropriate flip chart. Each idea must be no more than 5 words in length. Each person can spend no more than 1 minute at a flip chart.

When two people disagree, ask each to reflect the opposite position using active listening. Continue reflecting until the other person agrees that they fully understand the position.

Summarize the issues on which there is agreement and confirm to show progress and possibilities.

When there appears to be agreement, confirm with each team member.

Look for non-verbal signs of dissent and address them openly.

Never take sides. Instead, suggest a way for the team to overcome its roadblock.

Tips for Ending a Session:

Ask for one thing each person learned in the session.

Ask each person to share one action they will take in the next week as a result of the team session.

Questions for Getting Feedback on How You're Doing:

What is one thing I could do differently next time in my role as facilitator?

What would you like me to be doing that I am not?

What could I have done to make this meeting more productive?