

Facilitation



TOOL: Facilitative Behaviors



Key Tip!

Remember to inquire before you advocate or suggest action. As a coach should not talk more than the receiver of the coaching or make assumptions you don't check out!

The definition of facilitate is to **make easier**. Facilitative behaviors are designed to make it easy for a group to achieve its desired outcomes. While the focus here is on meetings, facilitative behaviors are a neutral way to help any conversation be productive. Using effective facilitative behaviors ensures your audience will be engaged and comfortable participating and providing feedback.

INEFFECTIVE BEHAVIORS		EFFECTIVE BEHAVIORS
<ul style="list-style-type: none"> » Being positional, wanting to be “right,” coming in with a predetermined outcome » Communicating in “silos” without responding or reflecting on what others have said 	→	<ul style="list-style-type: none"> » Openness to hearing different ideas » Mutual respect even when disagreeing » Attempts to understand each other (asking clarifying questions, paraphrasing, etc.) » Member represents the interests of their constituents
<ul style="list-style-type: none"> » Disrespectful behavior » Some members are allowed to dominate the discussion » Distracting from topic, process or speaker 	→	<ul style="list-style-type: none"> » Establishment and use of ground rules » Presumption of goodwill » Working with an agreed-upon process to reach solutions » Trustworthiness » Monitoring time allotted
<ul style="list-style-type: none"> » Unfocused discussions » Not taking responsibility for desired outcomes, agenda or process » Giving all authority to co-lead(s) or facilitator » Waiting for someone else to make something happen 	→	<ul style="list-style-type: none"> » Balanced participation » Focusing on the desired outcomes, agenda and process » Contributing new ideas, building on other ideas » Highlighting areas of agreement, no matter how small » Follow through » Get agreement from group before moving to next process step or agenda topic

Source: Northern California UBT Handbook kpnet.kp.org/ncal/lmp (KP Intranet only)