What is facilitation?
- Group facilitation includes a person who is responsible for being neutral in a discussion and who often works towards challenging the thoughts of the other group members
- It is a way to increase effectiveness in a group and to encourage active listening, in hopes to increase follow up questions
- In facilitation, the facilitator will work to better the process and structure in which groups function
  - Increases awareness of how groups work together to solve issues and problems

So how is facilitation used?
- Facilitation is used to:
  - Assist in decision-making
  - Discuss issues
  - Clarify a vision
  - Discuss strategy
  - Set priorities
  - Establish a plan
  - Clarify expectations

Now what do I do with it?
- Take a variety of approaches that work for you and implement them as you facilitate
- There is not a correct technique or method, as different approaches will work for different people/groups
- Use it to move your group forward towards action
- Use this role to guide others’ to move through a process together
- When in this role, always remain a neutral and never take sides

What should never been done in facilitating?
- Don’t call people out, as It may make them feel uncomfortable
- Don’t memorize lines—be actively listening so the conversation can flow smoothly
- Don’t ignore body language—Be aware of how others’ in the group are reacting, so those emotions can be identified
- Don’t say anything that could be offensive
- Don’t be afraid of silence—some groups may need silence to process all that is being said
- Never leave the facilitator role—one cannot be an effective facilitator or participant at the same time
- Don’t be defensive if someone says something that is offensive or rude—redirect the conversation when necessary