**A Good Facilitator…**

* Keeps the group on track.
* Intervenes when needed.
* Practices listening all the time!
* Has a clear understanding of the purpose, goals and objectives of the process and the program curriculum.
* Keeps the conversation real.
* Skillfully breaks tension when it moves from destructive to productive.
* Is responsible for planning and running meeting, and ensuring that the goals & objectives are met.
* Guides participants, helping them to honestly exchange views.
* Assists participants in exploration, education, shared experiences, and enhances their experience.
* This is a leadership role, objectivity is key; it is not about your views and your opinions. It is important to encourage and engage entire room and to step out of yourself.
* ***“How can you best facilitate a meeting when you are the team leader or a member?”*** 
  + Facilitators do not need to respond to everything; minimize your own comments.
  + Understands they are *“not the boss”* of the group.
  + Facilitator/participants should understand that they give up some of their participatory role to facilitate or they run the risk of taking the group off track. Facilitator speaks less, understands their role and what it means.
  + Must be able to take step back from team issues and be objective.
  + **However,** as stakeholder it is important your contribution is not lost.
    - * When contributing your ideas, position them somewhere in the middle.

*TOOL: Use the “two hats” technique when facilitating meetings of which you are a leader or team member. When putting out an idea or opinion they signal that they are moving out of the objective facilitator’s role by saying “I’m putting my leader/member hat back on for a minute.”*

**Anytime you, as a leader, also facilitate (particularly if the issue is sensitive one), discuss upfront the challenge you face in wearing the two hats of team member and meeting facilitator. Get input from the group as to how you can best make this work.**