

Facilitator Best Practices



MANAGING MEETING TIME

Arrive early

Set up the room, check the Lifesize® system and any other technology.

Leave Transition Time in the Schedule



Scheduling often defaults to 30 or 60-minute intervals. Meetings get stacked back to back for people and meeting rooms. Allow at least 5 minutes for transitioning. Schedule meeting rooms in advance and for a period afterwards if set-up and take-down is needed.

Start and End on Time

Start and end on time. Be a model and example—don't waste the time of people who are interested and on time. The latecomers will learn that you start and end on time, and begin to honor the established times.

Integrate Latecomers

Don't stop to update late arrivers—this is an affront to those who are on time. Likewise, don't publicly embarrass latecomers. Quietly indicate what page or agenda item you are on and have them join in where the group is.

Agenda Timing

SITUATION: The group is discussing a topic that was allotted 10 minutes and you have one minute left. How do you manage this meeting time issue?

SUGGESTED APPROACH: Do a Process Check - discuss with the group to a) spend more time now and lengthen the meeting or take time from other agenda items, or b) set a time outside of the meeting to continue the discussion - end the discussion and place it on a parking lot flipchart with a plan how to address it later.

MANAGING PARTICIPATION

Set a positive tone

Greet each participant as they enter the room. Express interest and enthusiasm about the agenda, and the opportunity to achieve meaningful goals. Call people by name. (Use tent cards or name tags if needed.)

Body Language

Use open nonverbal postures, and monitor non-verbal cues of participants.

Leading a Discussion

Ask open-ended questions to encourage input and discussion, e.g. *“What are your ideas to improve our success with projects?”*

Practice active, reflective listening techniques, e.g. *“It sounds like you are concerned (reflecting feelings) about the budget overruns on our project (reflecting/paraphrasing content.)”*

MANAGING TO OUTCOMES

Revisit Meeting Purpose and Goals Often

Recap/Capture

After each time block, recap the discussion and restate any decisions.

No Cliff-hangers

Before moving on to a new subject, make sure the group comes to some alignment.