



What skills do you need to be an effective facilitator?

In the blue column, tick the skills you have now

In the end column, tick the ones you need to learn more about or improve

FACILITATION SKILLS/ BEHAVIOUR	Can do now	Need to learn about/ improve
Planning and setting up		
Taking, questioning and understanding a brief		
Gathering background material		
Analysing the clients' overt and covert needs		
Making the problem manageable		
Allocating tasks and responsibilities		
Sorting logistics of venues, food, materials, etc		
Communicating with all stakeholders		
Building trust & commitment to the process		
Modelling appropriate behaviour		
being even-handed and unbiased		
being non-judgemental		
consistent and congruent,		
candid but sensitive,		
Enthusiastic for the task and the process		
Ensuring participant involvement		
encouraging participation & building relationships,		
confronting distractions from the task		
giving permissions & opportunities to contribute		
being aware of individual's needs		
Keeping facilitator neutrality		
Not being a participant in the team itself		
Not being a leader or opinion former		
Not being a negotiator on the participants' behalf		
Not being intimidated		
Not being too authoritative/directive		

FACILITATION SKILLS/ BEHAVIOUR	Can do now	Need to learn about/ improve
Enabling understanding:		
Clarifying what is going on,		
being aware of group dynamics,		
using helpful questions and eliciting skills		
listening deeply,		
drawing out implications,		
giving and receiving feedback,		
Helping develop, sustain, organise ideas		
Enabling others to find their own way		
Keeping a task-related focus:		
create & keep a clear idea of the aim,		
Re-routing unproductive discussions		
dealing with conflict, sabotage & blame		
dealing with issues about control, authority and trust		
using tools / models to clarify and explore the task,		
Using summaries.		
Pushing for action outcomes:		
helping to generate specific outcomes,		
Negotiating collective decisions		
Drawing up a robust and achievable plan,		
Getting buy-in from all the participants		
Managing time		
Planning in advance		
Negotiating time allocation		
Being firm in timekeeping		
Following through		
Ensuring an unobtrusive record is kept		
Reporting on the consequences and implications of the workshop		
Following up on action plans		
ADD YOUR OWN BELOW:		