

## Being an Effective Team Facilitator

Once the course is set for Self-Assessment and your passengers are on board, it is up to the facilitator to drive. The facilitator's actions and words provide support and can help the team stay on course.

Keep in mind such practices as:

- Start with strengths: **Lead the Self-Assessment process with a focus on strengths and successes. A positive approach encourages teams to focus on what is going well and to use those successes to help guide other projects.**
- Guide (instead of control) the process: **Welcoming input from the team encourages dialogue and brings new insight garnered from an outside perspective. Engage the team by being honest and open about concerns that need attention.**
- Include all team members: **Use facilitation techniques such as a round robin-where everyone on the team takes a minute to weigh in, or, ask for written feedback. These techniques may help all team members feel valued and included.**
- Use multiple strategies to engage all members: **Try different groupings, like “pair shares” or breaking into small groups. A large-group discussion may be intimidating for some team members, while a smaller setting may bring out more creative thoughts and ideas.**
- Keep the dialogue flowing: **An effective facilitator keeps the dialogue flowing by encouraging follow-up on good ideas.**
- Focus on big picture versus details: **Stay focused on the overarching patterns and trends you notice as you ask questions and review the data.**