

## **Facilitation Review Points**

### **What Do We Do?**

- Emphasize good points made by the participants
- Good eye contact
- Be flexible
- Empathize
- Create a “safe” place
- Maintain a pleasant facial expression
- Move around and work the room
- Thank your scribe
- Prepare questions in advance
- Be content neutral
- Summarize the issues
- Maintain a high level of energy
- Encourage note taking
- Call on the quiet ones and help get them involved

### **What Don't We Do?**

- Turn our backs to the class
- Embarrass anyone
- Answer questions if a participant can!
- Do the scribing ourselves
- Lecture
- Anticipate answers
- Stand behind the lectern and hand on
- Be rigid or closed off (body language)
- Tell someone they are wrong – no opinions are wrong
- Offer an opinion
- Tell a joke
- Talk about politics or religion (or another controversial subject)
- Read the slides out loud
- Say “in my club... (district, company, department, etc)”

## **Housekeeping Items**

- Make sure your tools are ready (flip charts, slides, etc)
- Make sure the room is clean and ready to accept the participants
- Cue up your slide if using
- When starting the session, ensure the participants are in the right place
- Ensure you have a warning bell or can see a clock, so you stay on time
- At the end of your session, collect your tools and ensure the room is clean

## Questions that Work

Ask open-ended questions to encourage discussion

Direct questions from a participant should be thrown back for the other participants to answer

- Has anyone else come across this?
- What does your club (department, etc) do well?
- What does your club (company) do that is meaningful to you?
- What is your club (company) known for?
- What would you like it to be known for?
- Who agrees with this?
- Who disagrees with this?
- Are there any additional questions for the person reporting?
- Who has the next question?
- Are there any challenges to that idea?
- What are some good ways to address that issue?
- What is the main point here?
- What are the top three objectives here?
- What is the highest priority here?
- Did everyone hear that?
- Why is that important?
- Is this a good idea to take back to your club (company)?
- How else could we handle this?
- Who has another idea?
- How have you seen this handled?
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