



Eight Roles of an Effective Facilitator

| | |
|---|--|
| <p>1. Guide - The facilitator must know the steps of the process from beginning to end, and must carefully guide the participants through each phase.</p> | <p>5. Praiser - At every opportunity, the facilitator should praise the effort put forth, the progress made, and the results achieved. Praise well, praise often, praise specifically.</p> |
| <p>2. Motivator - From the rousing opening statement to the closing words of cheer, the facilitator must ignite a fire within the group and keep it well lit. The facilitator must establish momentum and keep the pace.</p> | <p>6. Peacemaker - While it is almost always better to avoid a direct confrontation between participants, should one occur, the facilitator must quickly step in, re-establish order and direct the group toward a constructive resolution.</p> |
| <p>3. Bridge Builder - Where other people see differences, the facilitator must find and use similarities to build bridges to consensus.</p> | <p>7. Taskmaster - The facilitator is ultimately responsible for keeping the session on track; this means tactfully cutting-short irrelevant discussions, preventing detours and maintaining a consistent level of progress throughout the session.</p> |
| <p>4. Intuitive Leader - Throughout the session, the facilitator must watch carefully for potential signs of strain, weariness, aggravation and disempowerment — and respond in advance to avoid dysfunctional behavior.</p> | <p>8. Active Listener - At every opportunity, the facilitator must make a conscious effort to hear and understand the content, intent, meaning and feeling of what is said.</p> |