

## **FACILITATOR'S POLICY**

1. The facilitator must carefully observe and listen to all the views and actions of the group. Be part of the group! Completely immerse your body, mind, and spirit in the method of the group.
2. Recognise and appreciate all group input and encourage full participation. Your ability to inspire interest and enthusiasm in the group about the importance of the lectures will be a critical success factor in your facilitation.
3. The nonverbal responses should be properly scanned.
4. Facilitation represents a participatory mechanism. Interact rather than lecturing the workshop participants. Listen and keep your group involved.
5. Stay on the task. Never lose sight of the deliverable. Avoid straying to other topics no matter how informative the topic may be or how much it may interest you or the group. Let the participants help keep the group on course if you are a weak process policeman.
6. Remain neutral. Do not lose your neutrality. Eliminate your personal bias and opinions from the discussion.
7. Expect hostility, but do not become hostile with your group or any participant. You must develop an attitude of tolerance and acceptance. You may not necessarily agree with what is being said, but you can listen, accept, and record the answers and opinions.
8. Avoid being the expert authority on the subject. You can be an authority figure, but your role is to listen, question, enforce the method, or offer tools and options.
9. Always ensure that the participants have break at no longer than 90-minute intervals. Be specific about the length of breaks, typically ten minutes. Adhere to your times and always be punctual.
10. Use breaks to free a discussion when it is deadlocked. Breaks give the participants a chance to clear their minds and likely come to a new understanding.
11. Ensure your personal prejudices do not interfere with your role as a session leader. Your point of view must not be acceptable to everyone so encourage diverse views. You are there to facilitate cross fertilisation of ideas. Assist them in reaching the outcome.
12. During transitions and before you break for lunch or the end of the day, summarise the workshop progress and next steps. Give the group a thought to ponder and commend them for work they have completed.
13. Do not keep people too long.
14. Stop a workshop if the group is sluggish and difficult to control, even if they wish to continue. Explain that, when people are burnt out, no progress occurs.