Facilitation Skills Checklist

Keeping on Track with Desired Outcomes

_____Recognizes and addresses when poor or incomplete planning detracts from achieving meeting goal(s).

_____Allows time for group to address process issues.

_____Keeps group on track to achieve objectives in given time frame.

_____Establishes and reminds group members of norms for meeting behavior.

Goals and Roles

_____Clarifies goals and objectives of meeting.

_____Checks and ensures group's understanding of goals.

_____Recognizes when group members are unclear about goals, roles, work procedures, etc.

_____Verifies all group members understand and commit to common goal(s).

_____Recognizes when group's inability to function is caused by confusion over or non-acceptance   of the goal(s).

_____Provides time for group to discuss, clarify, and/or modify or negotiate goals.

_____Ensures roles are assigned and understood.

_____Recognizes when a member is not ready or committed to a specific role.

_____Gauges the clarity of each role and how well it is being performed.

_____Recognizes when ambiguous roles pose problems for the group.

Communication

_____Invites quiet participants to contribute.

_____Asks open questions to stimulate group discussion.

_____Solicits ideas and suggestions from all members of the group.

_____Provides feedback to group on how well they are communicating and interacting.

_____Addresses non-verbal communication patterns.

_____Paraphrases ideas and suggestions.

_____Determines whether people's perceptions are distorting information sharing and understanding in the group.

_____Maintains open, balanced and clear communication.

Conflict Management

_____Steers conflict away from personalities and toward task-related issues.

_____Summarizes opposing positions.

_____Determines when members are suppressing their ideas to avoid conflict.

_____Recognizes when group members try to smooth over conflict rather than addressing it.

_____Resolves conflict immobilizing the group.

_____Determines whether conflict is constructive and task-related.

Decision Making/Problem Solving

_____Recognizes when a decision is made implicitly rather than explicitly.

_____Determines if divergent or unpopular ideas are immediately rejected or ignored.

_____Identifies type and appropriateness of the decision-making process the group is using.

_____Assesses the strengths and weaknesses of the group's decision making.

_____Implements appropriate decision-making procedure when decisions are needed.