

Facilitations Skills

Behaviors That Help Effectiveness:

Behavior	Description
<i>Listens Actively</i>	looks at the person who is speaking, nods, asks probing questions and acknowledges what is said by paraphrasing point(s) made
<i>Supports</i>	encourages others to develop ideas and make suggestions; gives them recognition for their ideas
<i>Probes</i>	goes beyond the surface comments by questioning teammates to uncover hidden information
<i>Clarifies</i>	interrupts and asks members for more information about what they mean; clears up confusion
<i>Offers Ideas</i>	shares suggestions, ideas, solutions and proposals
<i>Includes Others</i>	asks quiet members for their opinion, making sure no one is left out
<i>Summarizes</i>	pulls together ideas from a number of people; determines where the group is at and what has been covered
<i>Harmonizes</i>	reconciles opposing points of view; links together similar ideas; points out where ideas are the same
<i>Manages Conflict</i>	listens to the views of others; clarifies issues and key points made by opponents; seeks solutions

Behaviors That Hinder Effectiveness:

Behavior	Description
'Yeah But's'	discredits the ideas of others
Blocks	insists on getting one's way; doesn't compromise; stands in the way of the team's progress
Grandstands	draws attention to one's personal skills; boasts
Goes Off-topic	directs the conversation off onto other topics
Dominates	tries to "run" the group through dictating, bullying
Withdraws	doesn't participate, or offer help or support to others
Devil's Advocate	takes pride in being contrary
Criticizes	makes negative comments about people or their ideas
Personal Slurs	insults/offends other people