

Facilitation Core Practices Observation Sheet

Name or facilitator: _____

Observer _____

Behaviors that Help

- listens actively
- maintains eye contact
- helps identify needs
- gets buy-in
- surfaces concerns
- defines problems
- brings everyone into the discussion
- uses good body language, and intonation
- paraphrases continuously
- provides feedback
- accepts and uses feedback
- checks time and pace
- provides useful feedback
- monitors the process and adjusts
- asks relevant, probing questions
- keeps an open attitude
- stays neutral
- offers suggestions
- is optimistic and positive
- manages conflict well
- takes a problem-solving approach
- is flexible in changing
- ping-pongs ideas around
- stays focused on process
- makes accurate notes that reflect the discussion
- looks calm and pleasant the approach used
- skillfully summarizes what is said
- knows when to stop

Behaviors that Hinder

- oblivious to group needs
- doesn't check concerns
- poor listening
- strays into content
- loses track of key ideas
- makes poor notes
- ignores conflicts
- tries to be the center of attention
- doesn't know when to stop
- gets defensive
- gets in personal squabbles
- puts people down
- doesn't paraphrase
- lets a few people dominate
- never asks "How are we doing?"
- has no alternatives for structuring the discussion
- lets the group get sidetracked
- doesn't project a good image
- uses a negative or sarcastic tone
- talks too much

Additional Observations:
