Good Group Handout

by Craig Freshley

Guidelines for Facilitating a Public Discussion

Set the Stage

Conflict prevention (as opposed to conflict management or resolution) is your best investment.

Clarify and convey expectations with clarity and consistency.

- Clarify the question to be answered or problem to be solved.
- Clear and consistent advance messaging. "If you come to this, expect this."
- Convey credibility, competency, and professionalism.

Establish Guidelines

- All views welcome.
- Facilitator in charge.
- Disrespect is not acceptable.
- Speak for yourself.

Room Set Up Matters

- So everyone can see each other.
- Music & food help lighten the mood.
- Greet people upon arrival
- Convey intentionality

In the Moment

- Convey friendliness and respect towards everyone.
- Convey your positive outlook and lack of concern.
- Show that you are in charge and people can have faith in you.
- Connect with and validate each person who speaks.
- Demonstrate fairness and neutrality.

If Things Get Challenging

- Got a problem participant? Connect with them and win them over.
- Not sure what to do or say, ask a question. Curiosity is your fallback.
- Stuck? Be transparent, say you're stuck, think out loud, and make a decision.
- If you need to take action with someone, make it about respect for others.

Breathe. Stand tall. It's not all your responsibility. Do your part and let that be enough.

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