

The Do's and Don'ts of Facilitating Team Behaviors

As a facilitator, you face a dynamic complex of expectations, possible activities, participant objections, enthusiasms, decisions and the like, suggesting that to effectively lead that process journey you must first be aware of your own capacity to make sense out of the forces, energies, motions, and relationships that need to be managed whenever a group of people come together to try to accomplish something.

– David Sibbet

Do

- Mediate situations when needed
- Manage your attention
- Create a trust in the process and in each other
- Take action in a safe environment
- Step back from the complexity/detail
- Look at every situation differently
- Keep team members aligned with previous agreements

Don't

- Take it personally
- Be responsible for others' behaviors
- Be a people "fixer"
- Tell team members what to do
- Minimize the issues
- Create new rules
- Forget the emotions team members are feeling

Remember: There are no "right" answers in facilitation, there is only "what next."