

## **FACILITATING DIFFICULT MEETINGS**

### **MY ROLE:**

1. Establish Safe, loving environment
2. Ensure participation from everyone.
3. Believe everyone adds value
4. Keep group on focus
5. Deal with difficult people, questions
6. Remain objective
7. Protect participants/leaders from attack
8. Get group to deal with ideas and issues and NOT personalities

### **YOUR ROLE:**

1. Bring genuine desire for good of chorus
2. Bring open mind and willingness to listen
3. Being skills, talent, experience
4. Responsible to generate ideas
5. Responsible for analyzing information
6. Responsible for helping make decisions
7. Responsible for implementing action plan

### **GROUND RULES:**

1. Don't interrupt other participants
2. Courteous , positive language
3. Don't criticize other people, but ideas are open to discussion
4. No personal attacks
5. Start and end on time
6. Make compromises when necessary
7. Speak for 3 minutes, speak again only after all have had an opportunity to speak

### **DRAW PEOPLE OUT**

1. How do you feel about...
2. What are your thoughts on..
3. What prompted your reaction to....
4. How did you feel when you learned that...
5. What are some other approaches?

### **HELP IN GAINING UNDERSTANDING**

1. Let me see if I understand your position. Are you saying that...
2. I don't understand. Are you saying that...
3. Let me paraphrase what I think you're saying...
4. What I'm hearing is.... Is that right?

## **ENCOURAGING PARTICIPATION**

1. \_\_\_\_\_,How do you see that?
2. \_\_\_\_\_would you state that in another way?
3. Before we go on, \_\_\_\_\_, I'd like to hear from you.
4. \_\_\_\_\_do you understand what \_\_\_\_\_ said?
5. We haven't heard from \_\_\_\_\_. Any thoughts?

## **SUMMARY**

1. Can someone summarize that?
2. I have lost track....can someone summarize?
3. \_\_\_\_\_doesn't agree. Can you summarize you thoughts??

## **CLARIFICATION:**

1. Is it clear now?
2. Can we look at it another way?
3. Help me understand.

## **SANITY CHECK THE TASK WITH THE GROUP**

1. Is this the right problem?
2. Are these the most important criteria?
3. Are these really our goals?
4. Do we have all the stakeholders?

## **OTHERS:**

1. Examples
2. Test for consensus
3. Quick survey
4. Take a break
5. Question assumptions
6. Confront differences