

Facilitator Self-Assessment Checklist

Behaviors that Help

- listens actively
- maintains eye contact
- helps identify needs
- gets buy-in
- surfaces concerns
- defines issues
- 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 and adjusts the process
- asks relevant, probing questions
- keeps an open attitude
- stays neutral
- offers suggestions
- is optimistic and positive
- manages conflict well
- takes a problem-solving approach
- stays focused on process
- ping-pongs ideas around
- makes accurate notes that reflect the discussion
- looks calm and pleasant
- is flexible about changing the approach used
- skillfully summarizes what is said
- knows when to stop

Behaviors that Hinder

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

Additional Observations:

Source: *Facilitating With Ease*, Ingrid Bens © 2000