

## The Role of the Facilitator

Task	Notes
Manage progress towards their group members' individual and collective goals	
Manage group processes, including conflict	
Establish a safe climate conducive to genuine inquiry, risk-taking, learning and productivity	
Help all group members engage in productive conversations; re-direct conversations when necessary	
Frame and set parameters for decisions, how group members interact, and the depth of problem analysis used in meetings	
Provide information needed by the group to complete its assignment	
Monitor group energy and emotions and rechannel these to help the group stay focused and productive	
Listen at multiple levels, reflecting back and clarifying	
Stay neutral on content while facilitating	

