

## Facilitation Cue Card

### To start a facilitation

- Welcome participants
- Introduce members
- Explain your role
- Clarify session goal
- Explain the process
- Set time frames
- Appoint timekeeper
- Create parking lot
- Start the discussion

### Remember to:

- Stay neutral
- Listen actively
- Ask questions
- Paraphrase continuously
- Provide summaries
  - Record ideas
- Synthesize ideas
- Keep on track

### During a facilitation

- Check the purpose
- Check the process
- Check the pace
- Test assumptions
- Maintain the climate

### Conflict Management

1. Vent concerns and feelings
2. Solve problems

### To end a facilitation

- Summarize discussions
- clarify and ratify decisions
- Create action plans
- Force-field analysis
- Round up leftover items
- Help create next agenda
- Clarify follow-up process
- Evaluate the session
- Systematic problem solving

### Toolkit

Visioning  
S.W.O.T/S.O.A.R.  
Brainstorming  
Multi-voting  
Gap analysis  
Root cause analysis  
Decision grids