

INSIGHTS

How do you avoid being the center of attention in group process?

Take the “i’s” out of Facilitator

THE STORY:

You have been asked to facilitate a team working on its annual operating plan or perhaps a process improvement project. You don’t know this function of the organization, so the terms they are using are unfamiliar. When a term gets used you don’t know, you ask, “Can you explain to me what that means?” You do it a second time and you notice all the team members are disrupting the flow of the team’s conversation to explain things to you. Now, you have become the focus.

INSIGHT:

The last thing you want to do when you are facilitating a team is become the center of attention. That’s why we need to remove the two “i’s” from facilitator. Most of the time, if you listen to when a new term is used, you will soon figure out what it means – but even if you don’t figure it out, avoid whenever possible stopping the flow of the conversation to meet your needs. Nine times out of ten, you don’t really need to know what it means.

The last thing a facilitator wants to have happen is that everyone starts turning to you to explain something you don’t really need to know.



Results Driven Government – on the journey to Level Three Government



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