

Reflecting on My Facilitation Skills

MAKING THE MOST OF MEETINGS

Behavior	Seldom	Occasionally	Often
I suggest a procedure for handling each topic when I introduce it.			
I model attentive listening and encourage others to do so.			
I monitor the clock, keeping discussion of each topic within the time constraints noted on the agenda.			
I help the group distinguish between fact and opinion.			
I encourage all members to participate, even quiet and reticent ones.			
I refocus the group when irrelevant discussion goes on too long.			
I am tactful in cutting off individuals whose joking or personal stories threaten to sidetrack the discussion.			
I strive for clarity in communication, asking members to explain the reasoning that led them to a conclusion.			
I help the group reaffirm its outcomes when the direction of proceedings becomes confusing.			
I suggest resources to help the group stay on track and achieve its goals.			
I connect one person's comments to those made by other participants.			
I summarize the discussion and decisions reached on each topic before moving on to the next.			
I seek common ground when conflicting points of view are expressed.			
I use humor to reduce the tension in the group when it is appropriate.			
I foster interpersonal connections that help people develop mutual respect and consideration.			
I provide an opportunity for participants to assess the effectiveness of the meeting at its conclusion.			

Bloom, P.J. (2011). *Making the Most of Meetings: A Practical Guide* (2nd ed.). Lake Forest, IL: New Horizons. Reprinted with permission.