

JOB DESCRIPTION FOR MEETING FACILITATORS

Team meeting facilitators are responsible for leading the team through the meeting agenda. Facilitators are expected to be energetic, remain neutral, actively listen, and advocate for positive change.

The roles of the facilitator include the following:

- Start and end meetings on time.
- Start each meeting by reviewing the action items from the last meeting.
- Adhere to the agenda. Be cognizant of time limits for the meeting and keep discussion moving. If there are 3 topics, the facilitator may break up the meeting into 3 segments of time to keep the group on track.
- Encourage and request participation from the group. Facilitators ask for feedback from the rest of the team rather than spending a significant amount of time talking.
- Facilitate effective dialogue. Every employee doesn't need to talk at every meeting. But facilitators should avoid having the same few people monopolize the conversation while other employees remain silent.
- Ask questions to stimulate creativity, conversation, and feedback.
- Encourage problem-solving. Avoid using phrases such as "we need to talk about" and instead use meaningful action verbs such as "coordinate, brainstorm solutions, share ideas, create plans, and solve problems."
- Before initiating discussion, have team members take 5 minutes to write down their ideas on paper. This encourages individual creativity, ensures participation by everyone, and may help introverted individuals give feedback. Employees then take turns sharing what they wrote down.
- Summarize employees' responses into main themes or agreed upon ideas. Use reflective listening statements such as, "It sounds like everyone agrees on...." or "It appears everyone feels ____ is a problem that needs to be addressed."
- Remain calm during heated discussions. Attempt to resolve conflict by validating the feelings of participants and looking for ways to create win-win scenarios for the team.
- Keep the team focused on the topic. When employees focus on peripheral issues or start rehashing discussion topics, facilitators need to get everyone back on track.
- Stay positive and re-direct unproductive or negative dialogue.
- Work with the team to establish clear action plans, assignments, and timelines.

