

Action Guide

370: Yes, you can facilitate with confidence

Tom Henschel



Application Questions

1. Describe a time you facilitated a group. What went well and what would you do differently?
2. Where is active listening important in your job or life?
3. Do you have any hesitations or fears about facilitating?



Actions to Take

What to Do Now

- Next time you have a conversation, actively listen. Tell yourself everything else can wait - you have nothing to do but listen.
- Be likeable by asking other people about themselves and being genuinely curious.

What to Do Soon

- Before you facilitate, make sure you have a clear goal. While you're facilitating, track the content and emotion in the room and continuously take the group toward that goal.
- Ensure everyone's voice is heard by giving everyone a minute to think before splitting into groups of 3-4 people. Don't be afraid to politely but firmly address someone who is dominating the conversation.