

## Facilitator Responsibilities

The facilitator has an important role to ensure that the GMV experience is positive and well received. Beyond setting up the physical space, such as chairs, tables, flipcharts, privacy area, etc., **facilitators are responsible setting up the emotional environment**. This involves creating a welcoming atmosphere for participants that lasts throughout the session, whether the session is in-person or virtual. The facilitator manages GMV time by following the agenda and keeping the group on track to end on-time.

The facilitator also guides group discussion. This is not about setting the topics, but keeping it focused, parking questions that are outside of the scope of the visit in the “parking lot”, and ensuring everyone has the opportunity to ask the questions that are important to them. Regulating group dynamics is an important and challenging role for the facilitator. Facilitators will need to be able to navigate conversations to ensure appropriate and accurate information, and enable equal participation from attendees. Balancing the needs of the group is the key. These skills improve with time, practice and feedback.



## Actively Listen

Listen to understand rather than listening to judge.

Ask questions to be sure you (and others) truly understand what the person is trying to say.

## Be Curious & Ask Questions

Clarify with questions.

Test assumptions and allow participants to agree or clarify.

Probe vague statements ("Tell us more about that").

Don't be afraid to ask the "dumb" question.

## Paraphrase & Repeat Back

Repeat what others have said so they know they were heard.

This allows the participant to re-hear their own words and gives the other group members an opportunity to hear things a second time.

Gives participant the opportunity to clarify.

## Summarize Discussions

Helps everyone hears the conversation points shared.

Promotes accuracy.

Use when discussion has stalled (*"Today we talked about x,y,z and the importance of 1,2 and 3. What other questions do you have?"*).

Offers opportunity to regroup or segue the conversation.

## Manage the Climate

Check frequently - Is everyone on the same page? Feeling good about direction of discussion?

Tactful intervention when necessary

Keeps the group moving forward – with no one left behind

Physical climate – observe and when possible adjust temperature as needed

## Stay Neutral

Focus on being a neutral outsider with no stake in the outcome of the discussion.

Provide a climate of collaboration.

When you ask questions or make suggestions, they should not be made with the goal of imposing your view.