

Facilitator Guidelines



1. Facilitator Do's

- Follow the discussion outline and activities as designed in a consistent manner from group to group; use the same key questions in each session.
- Use a neutral, yet comfortable and inviting tone of voice and facial expressions.
- Ask questions to clarify participants' points and increase understanding of each point made by participants.
- Ensure that each participant contributes throughout the conversation.
- Give people time to think by using pauses whenever needed. Be comfortable with silences.
- Be respectful of all points of view and instruct those in the group to do the same. (Reminder: this is neither a debate nor an attempt to reach consensus on any issue.)
- Use plain language! Avoid the jargon used by the college within the "inner circle."
- Keep the discussion moving to stay within the specified timeframe.
- End the focus group discussion on time!

2. Facilitator Don'ts

- Try to guide the participants to your own conclusions.
- Share your own opinion or experiences.
- Dominate the conversation.
- Criticize or ridicule anyone's comments or allow anyone in the group to do so.
- Challenge the accuracy of participants' knowledge or views.
- Translate education jargon. (If someone asks what a term means, ask the individual using the term to explain what he or she means.)
- Interpret participants' comments for the groups.
- Give answers to participants' questions.