

Step 2: Find a Facilitator or choose a Team Leader

A skilled facilitator ensures that your ideas and action items are documented and helps your group stay focused on the discussion and results, rather than getting bogged down by the process. If you have underlying disagreements or “baggage,” or personality challenges, a skilled facilitator is worth his or her weight in gold for a productive discussion.

If you are unable to bring in an external facilitator, choose someone within your museum to lead the group through the *Engaging your Community* process. This individual should have the ability to lead group processes, and be a good listener and clear thinker, especially when the group gets bogged down. They need to be unbiased and neutral throughout the process.

Role of the Facilitator/Team Leader¹:

- Understands the complete process
- Is a neutral servant of the group
- Coordinates pre and post meeting logistics
- Prepares session materials
- Facilitates discussions in groups of up to 60 people
 - Clearly defines their role
 - Encourages participation
 - Does not evaluate or contribute ideas
 - Focuses the energy of the group on a common task
 - Protects individuals and their ideas from attack
 - Helps the group find win-win solutions
 - Suggests alternative methods and procedures
- Documents discussion outcomes
- Shares notes, decisions and next steps back to the group

Helpful Resources:

[How to Find a Facilitator](#)

¹ Adapted from Terri Potter, et al. *Basic Facilitation Skills*. Government of Alberta, Alberta Culture and Communication Spirit, Community Development Branch. 2010. Print.