



The Virtual Leadership Academy

Developing the people side of leadership

PEER ADVISORY GROUPS (PAGs)

FACILITATION TECHNIQUES

- Before the beginning of a meeting review the purpose, agenda and desired outcomes.
- Think through any roles and assign individuals responsibilities to keep the meeting running smoothly. For example, someone to keep time.
- Make sure everyone in the room has a voice. Some people may have a tendency to be more or less vocal.
 - For those who are less vocal, engage them by using open-ended questions:
 - “What do you think?”
 - “How would you handle it?”
 - For those who have a tendency to monopolize the conversation:
 - Allow the individual to make a point and then redirect the conversation to others by asking questions like:
 - “I’m curious to hear what (name) has to say.”
 - “What does everyone else think?”
 - “Who has had a similar experience they would like to share?”
- Allow time for silence.
 - It can make the conversation more relaxed and reflective.
 - It can be used as a tool to highlight a point by pausing in-between statements.
 - It gives others time to reflect and ask questions.
- In some cases, the facilitator may need to summarize the information shared and repeat it back to the group if the person sharing the information is soft-spoken.



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- If the information shared by a group member is unclear, ask clarifying questions:
 - “Can you say more to help clarify your point?”
 - “Do you have examples to share?”
- Flip charts and visuals can be used to help capture key points and keep the conversation on point.
- Monitor the energy in the room. Are team members engaged? Do they need a break? What questions or exercise can help build energy in the room? Ask the room what they need.
- Create a “parking lot”. If the conversation goes off course, use the opportunity to put these items in a visible spot for all to see. Share that the topic items will be answered in a follow-up email or put on the agenda for the next meeting.
- Have a Plan B. If an important topic comes up during the discussion, allow for it. Be flexible. Decide on how much time you want to give this topic. You may want to get an OK from others in the room. Add agenda items not covered to the next agenda or capture in a follow-up email.