

## Facilitating Mandates

Mandate of the Facilitator	Sample Language
Sets the overall tone of the meeting, acts as cheerleader for the group. Calls community members to their best selves and reminds them of the group's overarching vision.	<ul style="list-style-type: none"> <li>● "We're going to get a ton done today, so let's be aware of the time as we make decisions"</li> <li>● "These are hard decisions, really a testament to the great work we are doing!"</li> </ul>
Keeps discussion clear. If decisions get off track, the facilitator helps the group decide what to do.	<ul style="list-style-type: none"> <li>● "What question are we trying to answer?"</li> <li>● "We started talking about <b>x</b>, and now we're talking about <b>y and z</b>. Do people want to continue with the original question, or should we talk about <b>y and z</b> now, or should we put them on a future agenda?"</li> </ul>
Encourages everyone to perform leadership tasks	"Is there someone without a job who would like to volunteer for this - alone, or with a few others?"
Participates in discussion, but stays relatively neutral while facilitating	<ul style="list-style-type: none"> <li>● "Stepping out of my role as facilitator, I'm thinking that..."</li> <li>● Introduces topics and discussion questions as objectively as possible</li> </ul>
Garners and equalizes participation	<ul style="list-style-type: none"> <li>● "I'm curious to know what others think"</li> <li>● "Could we hear from folks who haven't spoken yet?"</li> </ul>
Deals with strong feelings & strong language	<ul style="list-style-type: none"> <li>● Simply name what is happening: "There seems to be some tension around this issue."</li> <li>● "Maybe we should take a 30 seconds of silence/5 minute break to diffuse a little bit?"</li> <li>● "Is there is an underlying issue we should address, now or next time?"</li> <li>● "Should the group to continue discussion at a later time to give people a chance to process?"</li> </ul>
Is licensed by the group to interrupt speakers when they are too long, repetitious, off topic, or using offensive language. When intervening, tries to avoid negative or blaming language.	<ul style="list-style-type: none"> <li>● Using Questions: "Could I interrupt you?" "May I make a suggestion?"</li> <li>● Strategic Confusion: "I'm confused, because you said you're saying you're frustrated about people being late to meetings, but I'm not sure what ideas you have to remedy this?"</li> </ul>
Finds Common Ground	"People seem to agree that we have problems serving lunch, but I'm hearing different thoughts about how to move forward. Can we first agree that we are going to change the lunch situation, then address how?"

<p>Organizes, Groups, and Breaks Down Different Ideas and Proposals <i>(take notes for yourself if necessary!)</i></p>	<ul style="list-style-type: none"> <li>● “I’m hearing four proposals for our vigil plan. Two of them seem like longer-term, bigger ideas. Can we agree to put these on for our All Day Meeting, and have a look at the remaining two?”</li> <li>● “Could we discuss this proposal in two stages, first, do we want to join the campaign, and second, how will we make it happen?”</li> </ul>
<p>Reframes Conversation</p>	<p>“We’re discussing the details of our food buying, and it does seem tedious. Let’s remember that we’re balancing some great values - organic vs. local, and dumpstering vs. supporting local business. Since these are all great values, can we take a step back, agree to try some things that might not work, but commit to evaluate in a month and readjust things?”</p>
<p>Facilitates, doesn’t Dictate</p>	<ul style="list-style-type: none"> <li>● “As facilitator, I’m not sure where we should go - any ideas?”</li> <li>● “Do people want to change the agenda in the suggested way?”</li> </ul>