

01. Coordinator

- **Reserve** the meeting room,
- **Ensure** equipment and supplies,
- **Order** (and perhaps receive and set up) refreshments, and
- **Support** participant requests such as travel information.

02. Documenter

- **Set up** the documentation software and tools,
- **Document** outputs and inflection points, not verbatim discussions,
- **Distribute** the meeting or workshop notes, and
- **Manage** edits, document versioning, and archiving.



4 ROLES of EFFECTIVE FACILITATION

03. Methodologist

- **Help** the facilitator, business partner, and technical partner codify the deliverable and define the appropriate agenda steps to follow,
- **Provide** succinct questions to ask and the optimal order or sequence for the questions to be answered, and
- **Occasionally participate** in workshops to ensure that the output produced satisfies the expected standards of quality and consistency—namely, that others can act upon the deliverable effectively, such as the product development, project, or Scrum teams.

04. Facilitator

- **Focus** the group and using facilitation skills to enhance communications,
- **Ensure** that all participants have an opportunity to participate,
- **Explain** and enforce all of the roles,
- **Keep** the group on track,
- **Listen actively** to the discussion and challenging assumptions,
- **Manage** the documenter and/or the documentation,
- **Observe** the group interactions and adjusting when necessary,
- **Question** to achieve clarity—aiding understanding among participants,
- **Recognize** disruptive behavior and creating positive corrections,
- **Work** to manage conflict that develops.

Guide To Effective Facilitation

G Orfield



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