

Don't let yourself get hooked.

- Breathe
- Keep calm
- Observe, observe, observe and listen, listen, listen
- Focus on the group process
- Remember—you can stop the process and contract with the group to adjust the agenda

Help individuals and the group maintain their dignity and save face

- No blame—no one's wrong
- Try to reframe a speaker's accusatory comments in terms of the person's needs
- Call a break to stop immediate interaction; give time for cool down and talk with conflicting individuals one on one.

Above all—Facilitate!

- Use and remind others to use the guidelines or group norms (the group established)
- Ask clarifying questions: —Can you tell me more about your concern?||
- Paraphrase people's comments
- Remind the group of the agreed upon meeting objective
- Acknowledge and capture non-meeting issues in the —parking lot||, a posted flip chart sheet with the title, PARKING LOT. This is where all the good ideas get recorded that are beyond the meeting scope. (I have a personal preference for "Bike Rack"!)

Constructive Feedback

- Begin with "Well Dones"
- Move to "Ideas for Improvement"
- 4 Key Elements of Effective Feedback:
 - Specifics—be specific here and now
 - Impact—describe the impact on you
 - Feelings—tell how you feel
 - Wish—tell what it is you wish
 - "I experienced confusion when you said..."
 - "I felt uncomfortable in not knowing..."
 - "It would help me if..."
 - "I would like it if you..."