

A Neutral Facilitator...

- explains their role.
- sets a relaxed and welcoming tone.
- introduces themselves, but does not share personal opinions or push an agenda.
- does not take sides.
- makes everyone feel that their opinions are valid and welcome.
- does not use their personal experiences to make a point or to get people talking.
- uses probing questions to deepen the discussion.
- brings up issues that participants have not mentioned.
- reminds participants of comments they shared earlier.

- The most important thing to remember is that the facilitator should not share personal views and stories, or try to push an agenda.
- The facilitator's job is to serve the group and help people have a productive conversation.