### Behaviors that Help

- _listens actively_
- _maintains eye contact_
- _helps identify needs_
- _gets buy-in_
- _surfaces concerns_
- _defines issues_
- _brings everyone into the discussion_
- _uses good body language and intonation_
- _paraphrases continuously_
- _provides feedback_
- _accepts and uses feedback_
- _checks time and pace_
- _provides useful feedback_
- _monitors and adjusts the process_
- _asks relevant, probing questions_
- _keeps an open attitude_
- _stays neutral_
- _offers suggestions_
- _is optimistic and positive_
- _manages conflict well_
- _takes a problem-solving approach_
- _stays focused on process_
- _ping-pongs ideas around_
- _makes accurate notes that reflect the discussion_
- _looks calm and pleasant_
- _is flexible about changing the approach used_
- _skillfully summarizes what is said_
- _knows when to stop_

### Behaviors that Hinder

- __oblivious to group needs__
- __no follow-up on concerns__
- __poor listening__
- __strays into content__
- __loses track of key ideas__
- __makes poor notes__
- __ignores conflicts__
- __provides no alternatives for structuring the discussion__
- __gets defensive__
- __puts down people__
- __no paraphrasing__
- __lets a few people dominate__
- __never asks "How are we doing?"__
- __tries to be the center of attention__
- __lets the group get sidetracked__
- __projects a poor image__
- __uses negative or sarcastic tone__
- __talks too much__
- __doesn’t know when to stop__

### Additional Observations:

- ____________________________________
- ____________________________________
- ____________________________________
- ____________________________________
- ____________________________________
- ____________________________________
- ____________________________________

*Source: Facilitating With Ease, Ingrid Bens © 2000*