



agile CAFE
An experience with Agile

My Role as Facilitator

As neutral facilitator, I help groups to organize and structure their decision-making process.

What a facilitator does?

The facilitator helps ensure that all voices are heard and ideas considered and those meetings are productive and constructive. The facilitator will assist all participants to communicate clearly, to clarify issues, to explore options, and to reach consensus, whenever possible. The facilitator's job is to control the process, not the content. He or she does not render a judgment or influence any substantive decision, but rather helps participants come to their own decisions as a group.

A facilitator is impartial and neutral. It does not mean that a facilitator must be without opinions, for that would be impossible. However, the facilitator must be aware of his or her own biases and put them aside so that bias does not influence the outcome of the dispute. It is a function of separating one's own opinions from the perspectives of the parties.

The facilitator is not a judge or arbitrator who makes decisions for the parties. The facilitator has no authority to influence the results decided upon by the participants. Instead, the facilitator helps the parties understand the nature of the dispute in a comfortable, relaxed setting so that they may fully consider options for the future. Other characteristics include:

- *The facilitator opens communication channels & creates an atmosphere for problem solving.*
- *The facilitator manages the process, not the content.*
- *The facilitator is a legitimizer who helps all parties recognize the rights of others to the dispute.*
- *The facilitator is a conduit through which trust can be built and through which negative communication can be channeled and reframed into more productive exchanges.*
- *The facilitator is a resource expander who provides procedural assistance to such experts as lawyers, counselors, technical experts, etc.*
- *The facilitator is a problem explorer who helps people look at the problem from many perspectives and assists them to identify options for resolution.*
- *The facilitator is a reality tester who helps the parties build reasonable, workable solutions that they can self-enforce.*