

WHAT ROLES CAN I PLAY TO ASSIST MY GROUP?

Summarizer - If there is confusion before going on or before ending summarize the content so far.

Use statements like:

- What I hear you saying is.....
- Let me review where I think we are....

Encourager - If someone has ideas but is not speaking up, encourage them. Use statements like

- Tell me more, can you give me an example?
- You've had experience with this, what do you think?
- I think Julie was trying to say something.
- We haven't heard from you in a while. Do you have any thoughts on this?

Clarifier - When there seems to be confusion, clarify the conversation. Use statements like:

- Let me make sure I understand what you're saying.
- What I hear you saying is.....

Procedure Setter - When you feel like the group has gotten off track you can go back to planning your next step. Use statements like:

- Here is one way we can go about doing this.
- Why don't we try to.....

Idea Builder - When you add some of your thoughts to the topic of conversation it increases the opportunity for the conversation to keep moving. Use statements like:

- Let's put some thoughts together and carry this a bit further.
- I'd like to add to your idea.

Consensus Tester - When you need to come to a consensus regarding a topic of conversation use statements like:

- Do we all agree on that?
- Does anyone have a reserve about this decision?

Climate Manager - When energy is down and discussion is not moving or when energy is scattered and discussions are getting off-topic, Use statements like:

- I'm feeling.....
- Why don't we take a short break.

Timekeeper - When you need to make sure everything gets accomplished during your group you can use statements like:

- We only have 30 minutes left and I would like to discuss.....
- We have a lot of good content to get through today, so let's get started.

Manager of Differences - When group participants do not agree on a topic you may need to step in and use statements like:

- I can see we have some different opinions in the group. I am glad we can respect each other's differing opinions.
- It seems we agree on _____ but not on _____.
- I am not sure we can resolve this now, let's move on to the next topic and we can circle back on this after group if necessary.
- Can you tell me what in your experience leads to that opinion?
- Can you tell us why you feel that way?
- What steps can we take to resolve this before our next meeting?

Fact Finder - Sometimes you may have to sort facts from personal truths. Facts are the rational assessment of what is actually going on in a situation without personal perceptions or judgments. Truth, as we are using it, is an idea that someone believes in. Personal truths are subjective (feelings, attitudes, assumptions) not objective (specific, measurable, observable). Use statements like:

- What are your perceptions about the situation?
- What feedback did you get from the situation?
- If someone else was watching the situation unfold, what would they tell us?