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Agile coaching skills – certified facilitator

Evidence File

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# Setting the Stage

## What is facilitation?

### **LO 1.1 define** facilitation as a process of guiding a group or team through interactions that help them create meaningful outcomes.

## Who is a facilitator?

### **LO 1.3 define** the characteristics of an effective facilitator.

A facilitator is a person who guides a group of people through a process that achieves their client’s desired outcome. Everyone in the group contributes to, understands and accepts the results because the facilitator supports a process that maximizes participation, creativity, and productivity.

The characteristics of a facilitator are:

1. tenacious about understanding the value gained from a meeting or event
2. believes in the power of collaboration to come to the best outcomes and designs processes around that belief
3. observant of participants’ behaviour, energy, and interactions and can address dysfunctions as they arise
4. Excels at facilitative listening, creating a productive and creative environment and holding that space for people to step into and do their best work
5. keeps track of the time and where they are in their plan, changing their plan as needed by the participants to reach the desired outcome
6. continues to evaluate and learn new tools and techniques and how to apply them appropriately to achieve the outcomes they are asked for.
7. passionate about their craft, practicing it to the best of their ability, and engaging in continuous learning to support them in their craft

Reference

1. What Is a Facilitator? - <https://resources.scrumalliance.org/article/facilitator>