

GROUP FACILITATION

CEDR (DoDEA's CENTER FOR EARLY DISPUTE RESOLUTION)

What Is It?

Facilitation is a process in which an impartial person assists a group or groups of people to communicate well, share information, identify problems or issues, and work effectively and productively toward quality decisions or understandings.

The facilitator is a trained person who is impartial with regard to the issues about which the participants are concerned. The facilitator can arrange, structure and guide meetings or conversations so that the participants exchange information, hear each other's viewpoints, solve problems more effectively, and are better able to reach their goals. The facilitator does not make decisions for the parties or make judgments about the matters or differences that are the subject of the facilitated conversation or meeting.



Facilitation Can Be a Good Idea When:

- » Differences have caused people to cut off or limit communication within the group or between groups
- » A group needs to decide how to work together more effectively
- » Communication has become heated and unproductive
- » A group or groups need to decide how to address change
- » Ineffective processes are interfering with the achievement of organizational objectives
- » Members of a group differ about the group's goals
- » Several groups are competing for scarce resources

Facilitation Is Not Appropriate When:

- » The people involved want or need someone to decide who "wins"
- » The issues involved include fraud, waste, abuse, or criminal behavior

How Do I Get More Information?

For further information about mediation at DoDEA, contact CEDR (DoDEA's Center for Early Dispute Resolution) at cedr@hq.dodea.edu; 703 588-3060 or see www.dodea.edu/offices/cedr

For mediation of EEO claims, contact DMEO: <http://dodea.edu/offices/eoo>