

FACILITATOR COMPETENCIES – Source: J. Gelder & Associates

Synthesizer	Good listener	Catalyst	Organized & resourceful	Positive interaction	Group management	Positive attitude & behaviour	Knowledge of environment	Audible & legible	Ability to adapt appropriately
Capability to synthesize	Good listener	Neutral/inquisitive	Follow a structured process	Sense of serious humour	Knowing when to start or stop the conversation	Charismatic, confident	Subject knowledgeable	Speedy & legible writer	Socially intuitive
Adept at paraphrasing	Good listener	Non-confrontational	Well organized (planner)	Humour for rapport	Effective group management	Energetic & engaging	Select tools for client culture	Elocution (good voice)	Dance fast
Captures content accurately	Active listening	Shows respects	Pre-arranged “permission” from respected authority	Timely humour	Listen with your eyes	Positive & praising	Prepared know all the facts	Good penmanship	
	Listener	Focus on group process not self	Resourceful	Funny	Guiding e.g. the discussion	Engaging participation	Use of effective tools		
	Good listening skills	Impartial objective	Proper introduction (context, approach, objectives)	Sense of humour	Manages group dynamics	Self confidence & trust worthy	Knowledgeable on the topic		
		Passionately neutral		Sense of humour	Controlled discussion (no conversation)	Has presence			
		Direct & honest	Smooth transition		Confident	Friendly			
		Respects various opinions & ideas	Organized agenda/ structure		Ensure participant involvement	Personable			
		Tactful in dealing with people	Good timing well paced		Engages all participants				
		Diplomatic	Skills to design						