

The Facilitator vs the Person-In-Charge

A common misconception when bringing in an outside facilitator is that they will give advice, make decisions, or lead the group in a certain direction. However, the facilitator is focused on HOW a meeting will occur rather than WHAT will be discussed in the meeting. Here are some of the differences between the facilitator and the person-in-charge.

The Facilitator

The Person-In-Charge

Explains the importance of reserving time to plan the agenda.	Decides how much time to invest on agenda planning.
Asks the person-in-charge to list all possible topics.	Identifies possible topics.
Asks the person-in-charge to set the overall goal for each topic.	Clarifies the overall goal for each topic.
Encourages the person-in-charge to specify the outcomes s/he wants the group to teach at the next meeting.	Sets a specific outcome for each topic on next meeting's agenda.
Suggests process options for moving from the beginning to the end of each topic.	Considers options and makes decisions regarding the process design for each topic.
<i>Does not</i> present the agenda to the group at the meeting. This prevents confusion about whether the person-in-charge fully endorses the agenda.	Presents the agenda at the meeting and explains the objectives for each item.

About the Conflict Resolution Program

The Conflict Resolution Program (CRP), part of the University of Delaware's Institute for Public Administration (IPA) is a resource dedicated to supporting transformational and organizational change in nonprofit, public, government, and educational settings. This is done primarily through teaching and promoting effective communication, collaborative problem-solving, and conflict resolution.

To learn more about our work, visit

<https://www.bidenschool.udel.edu/ipa/serving-delaware/crp>



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