



Sample List: Facilitator Qualities

The facilitator of a fatality review team holds a special position. Preferred qualities that contribute to effective management of the team include the following:

- Good, active listener
- Communicates clearly
- Encourages open conversation
- Connects with the group and is trusted by partners
- Reads group's body language and dynamics
- Creates an inclusive environment: brings partners together, encourages sharing of information and views, and creates a safe place to share
- Sees all members as providing equal value
- Balances conversation to encourage less-vocal members to participate
- Navigates difficult conversations
- Professional
- Summarizes, pauses, and checks with the group before making decisions

One tool that can be helpful to facilitators is the APPLE technique:

Ask the question

Pause for members to think

Pick a member to answer/respond if no one is volunteering

Listen to the response

Expound or elaborate on what was said and relate it to the rest of the discussion