

Keep this resource in your facilitation folder and whip it out in those moments when you're stuck. Think of it as your process first aid kit.

1. Make the objectives visible.
2. Adjust when needed.
3. Don't panic.
4. Take a break.
5. Highlight accomplishments
6. Diagnose the source of the problem.
7. Establish ground rules.
8. Keep the group onside.
9. Name the elephant.
10. Share the responsibility.
11. Clarify the instructions.
12. Switch to Plan B.
13. Swap learning styles.
14. Align activity with intent.
15. Use a 'generic exercise.'
16. Keep your sense of humour.
17. Do something unexpected.
18. Hang in there.