

Notes from the Chair: 5 Things Skilled Facilitators Do Differently



Search “*how to run a better meeting*” and you’ll find the same advice everywhere:

Have an agenda. Invite fewer people. Start on time. Take good notes.

Useful? Absolutely.

But that’s **meeting hygiene—not facilitation.**

Recently, I watched a group discuss how to deliver better service to customers. Some wanted to diagnose what had gone wrong. Others were already proposing solutions. A few were ready to launch organization-wide initiatives.

Nobody was wrong.

And yet, after fifteen minutes, **nothing had moved.**

That's where the difference between running a meeting and facilitating one becomes visible.

Skilled facilitators make a series of deliberate moves most meeting-tips articles rarely mention. They know when a group should expand its thinking and when it should narrow. They know how to prevent the fastest voices from becoming the only voices. And sometimes, they know that the most effective intervention is to say nothing at all.

In this month's **From the Chair**, I unpack five of these practices—and why they can make the difference between a meeting that is merely organized and one that actually produces movement.

The next time a meeting stalls, the answer probably isn't another tip about agendas.

It may be time to look at what's happening underneath the conversation.

With great respect for all you do for our profession,

Diana Gurwicz, CMF®, MBA, CCMP, SCP-HR
Chairperson, INIFAC



Search “**how to run a better meeting**” and you’ll get the same list, over and over: ***write an agenda, invite fewer people, start on time, assign a note-taker***. It’s not wrong. It’s also not what separates a meeting that works from one that doesn’t. Those are meeting hygiene, the floor, not the craft.

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