**The Art of Facilitation: Suggestions from Group Chat**

**How to deal with miffed participants when not in the room?**

* Private chat message
* Happened this morning, and individuals in the group took collective ownership of working the one "miffed" participant through the issue.
* Active feedback

**As facilitator, what do you do with a long awkward silence?**

* Ask if everyone is ready to move on, or want some more time to think?
* Call it out. I'm noticing silence, what is this about
* Assure folks any thoughts are welcome
* Give examples of what you’re looking for.
* no one wants to be the first to speak up, so I call on someone that I know is confident to speak up and that usually starts the conversation.
* Appreciating silence as a time to think and take a breath between topics
* Have a google doc handy so people can add their thoughts at a later time or in writing.

**How do you handle a dominate participant?**

* Set community agreements/aspirations at the start of the meeting “Take space. Make space.”
* Simply saying "thank you" in a brief pause...helps (in person and this setting, if they're not self-monitoring

**How do people handle small meetings versus larger meetings?**

* Chat is good for BIG groups... ! or for really specific feedback or questions... a way to cue key questions