



**City of Phoenix
Human Services Department
Community Services Division
Strategic Plan 2007**

***Focus Groups
May 26, 2004***

Facilitator Role

- ❑ Like to be involved but avoid having a stake in it
- ❑ Conceptual/teaching, i.e. problem solving processes, etc.
- ❑ Coaching (looking at things a different way)
- ❑ Process observations
- ❑ Confidential listener
- ❑ Making the implicit explicit
- ❑ Facilitate to the ground rules
- ❑ Ask stupid questions

Ground Rules

- ❑ Participate in the process, i.e. get your own voice heard
- ❑ Leave titles at the door
- ❑ Speak for yourself
- ❑ Tell the truth but with respect, i.e. be candid.
- ❑ Truth above harmony
- ❑ Confidentiality
- ❑ One voice at a time; no side bars
- ❑ Discussion not debate—use active listening skills
- ❑ Stay on track
- ❑ There is no right or wrong, it is just the way you see it from your perspective
- ❑ Ask stupid questions