



PFLAG



Facilitation Best Practices

While there are no specific professional skills required to be a support group facilitator—such as being a trained counselor or psychologist—it is important to understand your roles and responsibilities. They should:

- Listen more than they talk.
- Manage or mediate conflict with an approach that's friendly, but firm.
- Respond without judgment. Especially when questions or comments indicate a difference of opinions.
- Help participants interact with each other, gain new information, and build upon their experience.
- Encourage everyone to participate, but remember that individuals participate in different ways.
- Allow people to pass. No one is required to share, and this should be clear to attendees when you start.
- Be ready with information on local counselors, a crisis hotline, or professional therapists for those who need more comprehensive help.
- Recognize expressions of self-harm or suicide. Immediately direct people to the appropriate resources.
- Compile a resource directory of resources and services that aren't provided by your support group.



Email
love@pflag.org



Website
pflag.org



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