

- Builds the Group from Within
- Establishes "Ground Rules"
- Begins with an Ice Breaker or a "Check-In"
- Delivers the Opening Question

- **Asks Open-Ended Question**

- **Guides Conversation**

- **Encourages Participation**

- **Focuses on the Topic**

- Focuses on Feelings
- Practices Active Listening (nonverbal, eye contact, silence)
- Clarifies (make points clear, probes)
- Accepts and Respects the Feelings of Others

- Deals with Misinformation

- Summarizes the Discussion (i.e. what have you learned)