Facilitator JOB AID

Facilitators play and are responsible for ensuring that participant discussions remain focused on the exercise objectives and making sure all issues are explored as thoroughly as possible within the available time.

A key Facilitator role is to encourage all participants to contribute to the discussion, and to remind them that they are discussing hypothetical situations in a no-fault environment. Facilitators also build and maintain an environment where all the participants feel comfortable speaking honestly and where differences of opinion are respected. Facilitators should ensure that everyone feels included in the conversation and has an opportunity to participate.

Facilitators should not lecture or dominate the discussion, but rather keep conversations moving. Additionally, Facilitators may want to use an issues list or “parking lot” to document valid points that are raised by participants during the exercise but that risk taking the conversation off topic; these items can be assigned for later discussion to the appropriate persons.

**AN EFFECTIVE FACILITATOR**

* Keeps discussions on track and drives play to meet exercise objectives.
* Controls group dynamics and manages strong personalities.
* Speaks competently and confidently without dominating the conversation.
* Has subject-matter expertise or experience.
* Has an awareness of local plans and procedures.
* Captures key findings and discussion points

## Administrative Considerations

Facilitators should discourage side conversations, ensure cellular phones are turned off or made silent, and control group dynamics. Table arrangements for the exercise should try to maximize the interaction between the Facilitator and participants. During the exercise, Facilitators need to constantly be aware of time constraints, notifying participants about progress and moving the discussion toward completion of exercise objectives when time is running short.

WELCOME AND INTRODUCTIONS

**Call to Order/Title Slide/Welcome**

*When participants are ready:*

* Call room and participants to order
* Introduce self
* Introduce topic of exercise: [see PowerPoint presentation]
* Provide brief opening remarks and role during exercise [see PowerPoint presentation]

**Administrative Remarks**

* Provide safety and administrative remarks for participants

Exercise Overview

**Exercise Overview**

*Briefly review the exercise purpose with participants:*

* Describe the exercise and purpose [see PowerPoint presentation]

**Exercise Structure**

*Briefly review the exercise scope with participants:*

* Describe the scenario [see PowerPoint presentation]
* Each Module will consist of two main activities: a scenario overview and facilitated discussions
* The scenario overview will include a detailed description of the current scenario
* The following activity will include facilitated discussions amongst all players regarding a set of specific discussion questions

**Exercise Objectives**

* Describe the exercise objectives [see PowerPoint presentation]

**Exercise Guidelines**

*Briefly review the exercise guidelines with participants:*

* This is an open **no-fault environment** - varying viewpoints, even disagreements, are expected
* Base your responses on **existing plans**, policies, procedures, capabilities, and resources
* Please assume the exercise **scenario is plausible**, and events occur as they are presented
* Decisions are **not precedent setting**; consider different approaches and suggest improvements
* There is **no “hidden agenda”** nor are there any trick questions
* Issue identification is not as valuable as suggestions and recommended actions that could improve the ICS4ICS efforts; problem-solving efforts should be the focus.

Exercise Detail

**Exercise Details**

*See the PowerPoint presentation for a list of exercise details*

Hotwash

**Hot Wash**

The facilitator should hand out a participant feedback form to capture the responses in writing and aggregate them in the After-Action Report.

*Provide a brief overview of the purpose of the Hot Wash:*

* The purpose of the Hot Wash is to debrief the exercise and provide participants with the opportunity to discuss their general observations
  + Are there any other issues you would like to discuss that were not raised?
  + What strengths did you observe in relation to meeting exercise objectives?
  + What areas should be examined further or need additional work (areas for improvement)?
  + Was the exercise beneficial? Did it help prepare you for follow-on testing?
  + What did you gain from the exercise?

How can we improve future exercises and tests?

Closing Remarks

**Closing Remarks**

* Call upon participants in the exercise to encourage their company or organization to adopt the ICS4ICS methodology
* Call upon participants in the exercise to consider hosting an ICS4ICS exercise for their countries or industry sectors at appropriate events similar to the one conducted today
* Call upon participants in the exercise to volunteer to contribute to next version of ICS4ICS