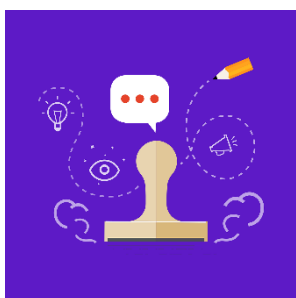


Group Facilitators Weekly Checklist.

Research conducted with facilitators of the top 50 most active groups on the Knowledge Hub identified that the facilitation team spends on average around four to five hours a week supporting the group.

This guide sets out a range of daily tasks to support the development and management of your group. Ultimately helping you create a thriving environment for your members to share knowledge, expertise and skills.

We would always advise that every group has a facilitation team of a few people so that responsibility can be shared. This means roles can be divided up between facilitators and no one area of group management is neglected. While this guide presents group facilitation tasks covering about 30 minutes a day, these are simply suggestions – you can always pick and choose the ideas you think are the most useful for your group.



Monday

- Respond to membership requests. Try and craft individual responses based on members' reasons to join.
- Respond to discussions and encourage other members to post replies too.
- Check statistics and analytics to see which activities were popular last week and when members visited.
- Check to see which members have made their first contributions. Encourage a second by sending them a message thanking them for getting involved.
- Prepare content for the next few days. For example, new forum discussions, documents, group activities or events.



Tuesday

- Respond to membership requests. Try and craft individual responses based on members' reasons to join.
- Respond to discussions and encourage other members to post replies too.
- Contact your most active members and ask questions about what they would like to see in the group and what they can offer, including discussions, activities and content.
- Invite a member to join or contact a member who has not returned for a while. Make sure your invitation or message is personalised to the individual.
- Add or update a group announcement to highlight current discussions, content and events. (Don't forget you can recycle items you've used before if it's been quiet.)



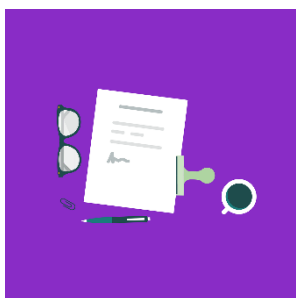
Wednesday

- Respond to membership requests. Try and craft individual responses based on members' reasons to join.
- Respond to discussions and encourage other members to post replies too.
- If a thread has given a lot of advice or suggested next steps for a user, @mention the original poster to see how the advice / next steps have helped them.
- Send out a group message highlighting a particular discussion, a piece of content or group activity. Include a call to action and highlight members who are already participating.
- Welcome recent new members and offer support in learning how to get the best out of the group.



Thursday

- Respond to membership requests. Try and craft individual responses based on members' reasons to join.
- Respond to discussions and encourage other members to post replies too.
- Ensure all discussions are receiving a response. Can you add to the discussion or find someone who can? Even if you can't help, adding a holding message to say you're trying to find an answer is reassuring for the person who asked the question.
- Plan and prepare events and activities for your group. For example, live discussions and question and answer sessions with experts (we call them hotseats), webinars etc.



Friday

- Respond to membership requests and craft an individual response based on the members reason to join
- Respond to discussions and encourage other members to post replies too.
- Plan your strategy for next week:
 - What events are you working on?
 - What are you planning for your group?
 - What content can you create?
 - Any discussions to initiate, or messages to send?
 - Who do you need to get in touch with to help you develop your group?

Find out more how Knowledge Hub is supporting cross organisational communities in the Public Sector at khub.net