A facilitator draws out knowledge and insight from group members. A facilitator will use different skills, tools, exercises and natural abilities to keep a group discussion moving smoothly.

In general, facilitators have three responsibilities:

- Making sure that everyone has a chance to have their ideas and feelings expressed.
- Keeping the discussion moving in a direction that produces without rushing the group (the product may be a decision, a plan, a proposal, or a brainstorm).
- Maintaining a safe and respectful group environment where the group takes defines and takes ownership of what safety and respect means to them.

In a group that is facilitated well, each group member is:

- The expert of their own experience
- Equal in status to all the other group participants and the facilitator.

Such shared responsibility creates a wonderful flow of ideas and experiences among the group members.