



Training ♦ Facilitating ♦ Coaching
Team Success

Objectives

- Generate high level discussions
- Utilize the tools and techniques of advanced facilitators
- Solve problems effectively
- Manage group conflicts to successful resolution
- Utilize advanced collaborative decision making techniques
- Understand style differences and know how to work with all styles

Advanced Skills of Effective Facilitators

Facilitated by Penny McDaniel

Purpose: Participants will learn and practice advanced skills needed to be an effective facilitator such as generating ideas, gathering facts, categorizing and prioritizing information, problem-solving, getting feedback, handling group conflicts and understanding participant styles.

Generate Higher Level Discussions

- ♦ Generate ideas
- ♦ Gather facts

Tools and Techniques used by Skilled Facilitators

- ♦ Categorization techniques
- ♦ Processes for prioritizing information

Solve Problems

- ♦ The problem solving model
- ♦ Problem solving techniques
- ♦ Get feedback

Successfully Manage Group Conflicts

- ♦ Clarify the issues
- ♦ Seek win-win solutions
- ♦ Manage group conflicts
- ♦ Utilize collaborative decision making techniques

Facilitate Different Styles

- ♦ The DiSC™
- ♦ Understand similarities and differences
- ♦ How to work with all styles

Facilitation Tools and Techniques that Work

- ♦ The Facilitator's Toolkit

Methodology: This is a highly experiential program which combines short lectures, customized case studies, scenarios and exercises.

Length & Size: One day. Suggested class size is 24 or less.

Materials: Customized workbook. Facilitator's Toolkit is an additional fee of \$10.00 per person and the DiSC Styles profiles are at an additional cost.

This class builds on the skills and knowledge presented in a "Foundational Facilitators" class. Students who did not attend this class should have previously attended basic facilitation class or may call the instructor.