



Training ♦ Facilitating ♦ Coaching
Team Success

Objectives

- Understand the roles, responsibilities and skills needed to be an effective facilitator
- Prepare for an effective facilitation
- Start the meeting right by clarifying the roles and responsibilities participants must fill for a successful meeting
- Develop ground rules that create a collaborative environment and minimize unproductive conflicts
- Model effective communication skills
- Positively handle group dynamics
- Understand the basics types of problem-solving and decision-making
- Utilize a variety of facilitation techniques for generating ideas, enhancing trust, handling disruptions, keeping conflicts productive and building consensus

UNLEASHING THE POWER OF MEETINGS: Facilitating with Ease and Confidence

Purpose: Participants will improve their facilitation skills by understanding and utilizing collaborative tools and techniques that make meetings effective.

The Power of Meetings

- ◆ The possibilities when meetings work

Understanding the Facilitators Role

- ◆ Impartiality and what to do when you're not
- ◆ Responsibilities and skills of the facilitator

Preparing for an Effective Facilitation

- ◆ Pre-meeting and clarifying the purpose
- ◆ Planning the meeting, preparing the agenda, handling logistics
- ◆ Determining appropriate facilitation techniques
- ◆ Ensuring the appropriate people attend
- ◆ Wrapping up, evaluating, and clarifying next steps

Creating a Collaborative and Engaging Meeting

- ◆ Agreeing to purpose and length of the meeting
- ◆ Clarifying roles and responsibilities
- ◆ Using ground rules

Modeling and facilitating effective communication skills

- ◆ Creating a safe environment
- ◆ Listening for understanding
- ◆ Probing, clarifying, and synthesizing discussions
- ◆ Observing the process and providing feedback
- ◆ Encouraging participation

Group Dynamics

- ◆ Stages of group development
- ◆ Hidden agendas
- ◆ Dealing with difficult people
- ◆ Understanding and utilizing styles effectively

Problem-Solving and Decision Making Basics

- ◆ Group problem-solving
- ◆ The four major types of decisions and when to use them
- ◆ The basics of building consensus
- ◆ Action planning for results

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 that are relevant the participants.

Length and Size: Two days. A one day condensed version can be customized upon request. Suggested class size 24 or less

Materials: Customized workbook. The Facilitator's Toolkit is available for an additional cost.