

Mastering Facilitation Workshop

Leading Effective Collaborative Meetings, Teams and Workgroups

Every effective professional must be able to stand before a group and deliver—presenting important ideas, building support, leading collaboration, influencing opinions, and facilitating the organization's success. Whether a manager, technical expert, project manager or team leader, meeting facilitation skills are essential to the individual's and organization's success.

The seminar provides a foundation of knowledge and techniques within a supportive-peer environment so that the participant can build upon their existing meeting facilitation skill set. The intention is to help participants conduct more productive meetings; facilitate collaborative work sessions; lead group brainstorming, prioritization and decision making; all with confidence and professional composure.

Course Objectives

- Prepare for and conduct effectively facilitated meetings
- Gain an understanding of the principles, values, and behaviors of effective facilitators
- Apply 16 basic facilitation process tools and techniques
- Lead purposeful and effective prioritization and decision making
- Design effective meetings quickly using process notes and meeting templates
- Prepare for common problems and interventions
- Manage communication dynamics to improve productivity and meeting outcomes

Formats

Provided in one- and two-day seminar formats

Custom tailoring available for technical initiatives, business planning, and project leadership

Break-out session format available – see *Facilitation Essentials for Leaders*

Course Outline**UNDERSTANDING FACILITATION**

Welcome and warm-up exercise
Content, objectives, and agenda
Roles and beliefs of facilitators
Interview exercise: core practices
The effective triad: process, content, and third-party facilitation
Best and worst practices

FACILITATION STAGES

Model for facilitation
Assessment and preliminary design
Refinement and final design
Conducting facilitations—from fast starts to productive finishes
Facilitation follow-ups

FOCUSING ON PARTICIPANTS

Assessing participants
Groups vs. teams
Facilitating group effectiveness
Improving conditions for participation
Techniques that build participation
Norms exercise: facilitating meeting rules

FACILITATING DECISION MAKING

Conversation types
Levels of empowerment
Decision making options
Building consensus
Application exercise: last time/next time

HANDLING CONFLICT

Debates vs. arguments
Two conflict management strategies
Five conflict resolution approaches, their pros and cons
Feedback principles and formats
Using common interventions
Intervention exercise: preparing your own words for common situations

MEETING MECHANICS

Jigsaw exercise: when meetings work well
Effective agendas and process notes
How to clarify roles and responsibilities
Balancing facilitator-chairperson roles
Process mid-point check-in techniques
Meeting evaluation tools

PROCESS TOOLS AND APPLICATIONS

16 process tools and techniques: purpose, outcomes, and step-by-step instructions
Handling common facilitation problem scenarios

MEETING DESIGN WORKSHOP

Design exercise: create an agenda and process notes for an upcoming meeting
Exit evaluation: facilitation skills self-assessment

