Class 1: Facilitating Effective Meetings

This one-day workshop will provide managers, team leaders and anyone responsible for facilitating and leading meetings with the key skills needed to plan, structure and facilitate effective meetings.

Objectives

At the conclusion of the workshop, participants will be able to:

- Plan and conduct effective meetings
- Describe the role of a facilitator
- Demonstrate key facilitation skills including focusing the discussion, summarizing and allowing for equal participation
- Structure discussions to achieve a specific end
- Describe methods for preventing and responding to challenging situations

Outline

1. Determine if a meeting is the best way to achieve the goal
2. Meeting preparation
3. Key steps to structure an effective meeting
4. Meeting facilitation skills and tools
   a. Structuring discussions
   b. Referring discussions
   c. Staying on track
   d. Preventing and responding to problems
5. Meeting follow-up
Class 2 – Facilitation Skills

This three-day facilitation training workshop is designed to provide participants with the skills they need to be effective facilitators. Participants will build on their facilitation skills. Tools for getting the meetings started, focusing the group, managing difficult situations, and building consensus will be practiced during the workshop. Group discussions are complemented by seven practice sessions in which attendees practice their skills using company business planning specific situations. One-on-one instructor feedback and a video-taped session highlight the course.

Objectives

At the conclusion of the workshop, participants will be able to:
- Describe the role of a facilitator
- Differentiate the role of the facilitator and leader
- Demonstrate key facilitation skills including focusing the discussion, summarizing and allowing for equal participation
- Structure discussions to achieve a specific end
- Describe methods for preventing and responding to challenging situations

Outline – Day 1

1. The Role of The Facilitator
   - Facilitator responsibilities
   - Process role
   - Content knowledge vs. Process expertise
   - Exercise – discussion of role

2. Key Facilitation Skills
   - Setting the climate
   - Using questions effectively
   - Listening
   - Involving all group members
   - Summarizing agreements and disagreements
   - Resolving conflicts
   - Ground rules
   - Facilitation practice – company specific business planning situations
Outline – Day 1 (continued)

3. Structuring Small Group Processes
   - Objectives
   - Processes to meet various objectives
   - Structuring the discussion
   - Facilitation practice - company specific business planning situations

4. Setting Expectations Prior To The Session (Contracting Your Role)
   - Meeting with senior managers prior to the session
   - Gaining agreement regarding their role
   - Clarifying your role as a facilitator

Day 2

1. Group Decision-Making Techniques
   - Reaching consensus
   - Alternatives
   - Facilitation practice - company specific business planning situations

2. Group Process Awareness
   - Behaviors
   - Interactions
   - Who dominates / who follows
   - Communication patterns
   - Practice - company specific business planning situations

2. Responding Effectively To Difficult Situations
   - Situations:
     - Senior manager / expert dominates the session
     - Lack of interest
     - Time too long / short
     - Unclear instructions / process
     - Impatience with process
     - Discussion of options
   - Practice – representative company situations

Day 3

1. Facilitation practice with feedback and video taping