

Mastering Facilitation Workshop

Leading Effective Collaboration in Meetings, Teams, and Workgroups

The ability to bring out the best in people and their ideas; gain clarity of purpose; integrate competing demands and viewpoints; build commitment; and focus productive action are fundamental to your organization's success. At every level of the organization managers, technical experts, project managers and team leaders can achieve better results when they are able to harvest the wisdom of their teams.

In this interactive workshop participants learn and practice the group facilitation techniques that make meetings more productive. They'll learn how to facilitate collaborative work sessions, lead brainstorming, prioritize ideas, handle common problems, and lead groups to better 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 problems and issues

MEETING DESIGN WORKSHOP

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

