

## Facilitation Skills Workshop

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### Course Summary

#### Description

Learn how to plan and effectively facilitate meetings of any size using proven facilitation techniques that will ensure your meeting objectives are achieved. This course covers how to plan and facilitate strategic planning, consultation sessions, and general education and learning sessions both in person and virtually.

Limited course enrolment ensures plenty of opportunity to practice and interact with other course participants as well as allowing participants to focus on issues specific to their situation.

Several case-study driven simulations provide participants with full hands-on facilitation practice, as well as the opportunity to learn and practice strategies to manage difficult participants and facilitate meetings where you must take an active role in the meeting in addition to acting as the meeting facilitator. Participants also learn how to handle conflict between participants, and receive individual coaching and feedback throughout the course to maximize learning.

#### Objectives

At the end of this course, students will be able to:

- develop clear and measurable objectives for your meeting,
- create an effective meeting structure that maximizes your meeting effectiveness and
- create effective meeting handout and support materials,
- effectively use presentation media – PowerPoint, flipcharts, whiteboards, etc.
- adapt an in-person facilitation session to a virtual platform e.g. use Webex, Zoom, etc.
- develop an effective personal facilitation style for maximum effectiveness,
- manage and minimize the fear of presenting,
- select the best venue/set-up for your meeting,
- handle disruptive meeting members

#### Topics

- Role & responsibilities of facilitator – understand and know the important differences between the role of facilitator versus other roles e.g. business analyst, and discovering your preferred interaction style.
- Co-Facilitating – covering situations where there is more than one facilitator.
- Required skills & behavioral criteria – essential skills and behaviors of an effective facilitator.
- Preparation & planning to facilitate – how to prepare to facilitate a consultation, education or other meeting – separating task from process from people.
- Facilitating without subject matter expertise – how to be effective as a facilitator without having subject matter expertise.
- Preparing to facilitate – the tasks involved in preparing for a meeting
- Group dynamics – strategies and tactics for working with groups of any size
- Facilitator “toolkit” – group process techniques and tools

#### Audience

Anyone who needs to effectively design and facilitate group sessions.

#### Prerequisites

None – however some presentation / facilitation experience is beneficial.

#### Duration

Two days

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### Course Outline

- I. *Role & responsibilities of facilitator – understand and know the important differences between the role of facilitator versus other roles e.g. business analyst, and discovering your preferred interaction style.*
- II. *Co-Facilitating – covering situations where there is more than one facilitator.*
- III. *Required skills & behavioral criteria – essential skills and behaviours of an effective facilitator.*
- IV. *Preparation & planning to facilitate – how to prepare to facilitate a consultation, education or other meeting – separating task from process from people.*
- V. *Facilitating without subject matter expertise – how to be effective as a facilitator without having subject matter expertise.*
- VI. *Preparing to facilitate – the tasks involved in preparing for a meeting including*
  - A. Agreeing terms of reference,
  - B. Meeting planning and preparation,
  - C. Arrangement coordination,
  - D. Preparing a facilitator’s work plan.
- VII. *Group dynamics – strategies and tactics for working with groups of any size – including*
  - A. Establishing group norms and expected behaviour,
  - B. Designing effective seating arrangements to achieve specific objectives,
  - C. Effective interpersonal interaction with meeting members – dealing with conflict & hostile participants,
  - D. Stages of group interaction & productivity.
- VIII. *Facilitator “toolkit” – group process techniques and tools used for:*
  - A. Requirements gathering – e.g. Use case development, entity relationship mapping etc.
  - B. Generating ideas and problem solving – e.g. Brainstorming, flowcharting, process mapping, etc.
  - C. Group decision-making, ranking & evaluating material – e.g. Multi-voting, nominal group technique, etc.
- IX. *Workshops & exercises to illustrate various techniques*
  - A. Workshops are conducted throughout the course to reinforce learning. A final “mock requirements gathering session facilitation” occurs at the end of day 2 to practice skills and techniques taught in the course.