



## Facilitation Skills

It is impossible to be part of an organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings—they all take time. There has been a growing realization that we have to pay attention to the process elements of meetings, if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to facilitate rather than instruct or manage their meetings and training sessions. This workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

### **How You Will Benefit**

- Distinguish facilitation from instruction and training.
- Identify the competencies linked to effective small group facilitation.
- Understand the different between content and process.
- Identify the four stages of team development and ways to help teams through each stage.
- Use common process tools to make meetings easier and more productive.

### **What You Will Cover**

- What is a Facilitator?
- Types of Groups
- Content and Process
- Group Norms
- Types of Thinking
- Facilitating an Open Discussion
- Controversial Issues
- Listening for Common Ground
- Common Facilitation Techniques
- The Language of Facilitation
- Dealing with Difficult Dynamics
- Interventions
- Sustainable Agreements
- Stages of Team Development
- Analysis Tools

### **What's Included?**

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

### **ONE DAY WORKSHOP**

