

Tough-Minded Facilitation - 2 Days

Course Description: This two-day course teaches participants ways to increase communication, balance input and gain deeper understanding for important meetings. Learn ways to control the meetings and keep them on task while remaining professional. Gain insights into agenda preparation, documentation, brainstorming techniques and consensus building.

Course Objectives:

- Discuss the definition of facilitation
- Brainstorm benefits of facilitation and how it will help your organization
- Discuss facilitation mess-ups
- Examine the creation and usage of a code of conduct for the session
- Select core duties which facilitators must do before, during, and after a facilitation session
- Discuss best practices for setting meeting objectives and goals
- Analyze body language and tone of voice which individuals use to communicate
- Brainstorm ways to clarify body language of others
- Discuss five useful ways for brainstorming
- Analyze the proper usage of questions to engage the audience
- Formulate paraphrasing techniques for clarifying the meaning and message to others
- Compare different ways to use probing, bridging and redirecting skills
- Discuss the positives of having a devils advocate
- Examine professional ways to handle the negative participant
- Analyze assertiveness techniques to be used by facilitators
- Formulate a standard preparation plan for starting a facilitation
- Brainstorm the role and functions of a recorder
- Discuss best practices for the recorder and creating minutes for determined actions
- Design rules for when using a buddy system during a facilitation session
- Analyze tactics for handling resistance
- Evaluate the impact of conflict to the participants
- Examine best ways to be prepared for facilitation sessions
- Analyze ways to research the opponents or participants
- Discuss best practices for ending a facilitation session