

Facilitating with Purpose™

Overview

In this workshop, each participant will use an actual business scenario that needs to be facilitated for their own work or for an event or meeting in which they are involved. A series of individual and small group action-learning activities to help the participant become proficient in the 4 steps of analyzing, planning, applying and measuring the success of facilitation. Proven tools are provided and practiced for communication, decision-making, obtaining buy-in and behavior interventions strategies for full participant engagement to provide a deep understanding for facilitating successful group events or meetings. At the close of the workshop, the participant will leave with a 100% completed plan that can be used in workplace to achieve defined objectives to meet measurable business results.

Learning Objectives

Upon the successful completion of the course the student will:

- Understand facilitator roles and responsibilities
- Analyze the stages of team development
- Produce win-win outcomes
- Demonstrate communication techniques and strategies
- Recognize informed decision-making
- Execute effective event processes and structures
- Manage conflict and behaviors
- Develop a workplace action plan
- Create a feedback measurement system to ensure the workplace action taken is delivering the needed results

Course Topics

Key topics covered within the course include:

- Defining Facilitation
- Objectives, Goals, Tasks and Deliverables
- Facilitator Roles and Responsibilities
- Facilitation Skills
- Brainstorming
- Hill of Influence
- Group/Team Development Stages
- Event Process and Structure
- Conflict identification and Resolution
- Dealing with Difficult Behaviors

- Defining Success Criteria
- Creating a Feedback and Measurement System