

Tough-Minded Facilitation - 2 Day

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

Course Objectives:

Objective 1: Discuss the definition of facilitation

- Illustrate benefits of facilitation and how it will help your organization
- Examine best ways to be prepared for facilitation sessions
- Discuss facilitation mess-ups
- Examine the creation and usage of a code of conduct for the session
- Recognize core duties which facilitators must do before, during, and after a facilitation session
- Discuss best practices for setting meeting objectives and goals
- Discuss five useful ways for brainstorming



face-to-face



virtual
instructor-led

Objective 2: Evaluate how to engage the audience

- Analyze body language and tone of voice which individuals use to communicate
- Examine ways to clarify body language of others
- 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 devil's advocate
- Analyze assertiveness techniques to be used by facilitators
- Formulate a standard preparation plan for starting a facilitation
- Examine 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

Objective 3: Analyze tactics for handling resistance

- Examine professional ways to handle the negative participant
- Evaluate the impact of conflict to the participants
- Analyze ways to research the opponents or participants
- Discuss best practices for ending a facilitation session