



Unleashing Passion and Purpose
in People and Organizations

Objectives

- Understand the role, responsibilities, and skills needed to be an effective facilitator
- Develop effective facilitation skills:
 - Creating a safe environment
 - Listening
 - Questioning
 - Communicating
 - Synthesizing
 - Fostering participation
 - Dealing with conflict
 - Facilitating difficult situations and behaviors
 - Working with different styles
 - Building consensus
- Practice facilitating in a safe environment
- Build confidence to facilitate in a variety of basic and complex situations
- Expand your facilitator's toolkit

Herding Cats Basic Facilitation Skills

Purpose: Participants will develop the foundational skills of an effective facilitator and discover collaborative tools and techniques that make meetings effective.

Module 1: Understanding Facilitation and the Facilitators Role

- ◆ Effective vs. Ineffective Meetings
- ◆ Define facilitation, the field, and its applications
- ◆ Core Practices of a facilitator
- ◆ Distinguish between Process vs. Content

Module 2: Planning and Facilitating a Successful Meeting

- ◆ Clarify the purpose and pre-meeting work
- ◆ Plan the meeting, preparing the agenda, handling logistics
- ◆ Determine appropriate facilitation techniques
- ◆ Use visual aids which support the meetings success
- ◆ Identify the roles needed for effective meetings
- ◆ Ensure the appropriate people attend
- ◆ Create agreements that support self-management
- ◆ Wrap up, evaluate, and clarify next steps

Module 3: Basic Facilitation Skills

- ◆ Create a safe environment – building trust
- ◆ Develop high level listening for facilitators
- ◆ Utilize effective questioning skills and feedback to the group
- ◆ Probe, clarify, and synthesize discussions
- ◆ Foster participation

Module 4: Decision Making and Consensus

- ◆ Identify four major types of decisions and when to use them
- ◆ Define consensus
- ◆ Discover strategies for building consensus
- ◆ Identify options when you can't get consensus

Module 5: Navigating Group Dynamics and Difficult Situations

- ◆ Learn to deal with conflicts in groups
- ◆ Understand the stages of group development
- ◆ Deal with hidden agendas and difficult behaviors
- ◆ Understand and utilize styles effectively

Facilitation Tools and Techniques that Work

- ◆ The Facilitator's Toolkit

Methods: Highly experiential program combines short lectures, case studies, scenarios and exercises

Length: Two days.

Materials: Customized workbook and The Facilitator's Toolkit