

Become A Great Facilitator

This workshop is designed to help the individual who is not—or at least not yet—a professional trainer. The focus is on the supervisor, manager or brand new trainer who has been asked to present or train a group of individuals—a task for which he or she has little prior experience. This “on the job” training can strike fear into the heart of the most skilled and experienced employee.

Workshop Benefits:

- Distinguish facilitation from instruction and training.
- Provide facilitators with commonly used process tools to make their meetings easier and more productive.
- Identify the competencies linked to effective small group facilitation.
- Demonstrate through simulations, role-play, critical incidents, and other exercises, each facilitator competency.

What Will Be Discussed?

- ✓ The purpose of group facilitation
- ✓ Difference between “content” and “process”
- ✓ Difference between “instructor” and “facilitator”
- ✓ What group dynamics are really like
 - Divergent thinking
 - Convergent thinking
 - The Groan Zone
- ✓ What is a facilitator?
- ✓ What is a facilitator’s role?
- ✓ Facilitative listening skills
 - Listening skills
 - Developing Questioning Techniques
 - Open
 - Closed
 - Probes
 - Observing Body Language
 - Other Process Skills
- ✓ Facilitating Open Discussion
- ✓ Structured Activities
 - Brainstorming
 - Categorizing
 - Debriefing
- ✓ Difficult Situations & Difficult People
- ✓ Preventions and Interventions
- ✓ Developing Sustainable Agreements
- ✓ Surveying the Territory
- ✓ Building a Shared Framework of Understanding
- ✓ Developing Sustainable Criteria
- ✓ Gradients of Agreement

