

Critical Facilitation Skills for Leaders | 2 Days

An effective leader harnesses the diverse strengths of the team to maximize performance. Successfully mastering critical facilitation skills and applying them deftly can help drive these results. In this course, you will learn how to develop and apply facilitation techniques to support your team at every stage of the team life cycle. You will enhance your interpersonal competencies and observational abilities to deal effectively with disruptions and dysfunctions, and guide groups to reach consensus and achieve results.

WHO SHOULD ATTEND:

Leaders and professionals who manage teams or groups and are responsible for their outcomes.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments
Leader of Organizational Strategy

OBJECTIVES:

- Apply techniques to encourage participation and reach consensus
- Utilize facilitative questioning techniques
- Recognize indicators to facilitate each stage of the team process
- Deal constructively with disruptions and typical problem behavior
- Implement interventions appropriately
- Plan and run a focused discussion, meeting or event

COURSE OUTLINE:

The Importance of Facilitation

Being an Effective Facilitator
Harnessing Knowledge, Experience, and Diversity
Encouraging Group Motivation and Commitment
Observing the Team Process

Facilitating Process and Content

Identifying Process and Content Elements
Managing the Flow
Resolving Tensions and Disagreement

Setting the Stage for Facilitation

Laying the Groundwork,
Educating Participants, and Securing Support
Selecting the Right Facilitator
Planning for a Facilitated Meeting

Facilitating Team Development

Encouraging Participation
Recognizing Stages in the Team Life Cycle
Supporting the Team through the Stages

Building Consensus and Reaching Decisions

Gathering and Presenting Data
Synthesizing and Summarizing
Identifying Options and Brainstorming
Facilitating SWOT Analysis
Creating a Short List
Using the Multi-Option Technique

Disruptions, Dysfunctions and Interventions

Handling Disruptions and Difficult Behavior
Addressing Dysfunction
Agreeing on Ground Rules
Restating and Reframing
Selecting a Method of Intervention
Getting Back on Track

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- Five Keys to Effective Meetings featuring Howard M. Guttman
- Make Meetings Optional featuring Cali Ressler & Jody Thompson
- Influence in Global Cross Functional Teams featuring Allan Cohen
- Clarity of Intent featuring Myles Downey
- Better Decision Making through Debate Making featuring Liz Wiseman
- How the Best Leaders Run Meetings featuring Tim Sanders
- Distance Leadership: Leaders, Technology, Motivations and Management featuring Joe DiVanna
- Practice Perspective Transference featuring Scott Eblin
- How to Run a Creative Meeting featuring Lorraine Heggessey
- How to Shift the Dynamic in a Room featuring Elizabeth Doty
- What Conversations Do I Choose? featuring Susan Scott
- Use Meetings as an Engagement Opportunity featuring Dick Axelrod

Book Summaries

- *Leadership Gold – Lessons I've Learned from a Lifetime of Leading* by John C. Maxwell
- *No More Pointless Meetings: Breakthrough Sessions That Will Revolutionize the Way You Work* by Martin Murphy

Blueprints

- *Meeting Effectiveness: How to Get More Done in Less Time* by Antonia Porterfield, Julie Cookson and Darlene Lewis

Leader-Led Activities

- Facilitation Activities Discussion Guide
- Meeting Ground Rules Discussion Guide
- People Issues Discussion Guide
- Decisions about Meetings Facilitation Guide
- Planning an Agenda Application Guide

Self-Assessment

- Meeting Challenges
- Meeting Preparation
- People Issues

Business Impact

- Business Impact: When Too Many Meetings Are Just Too Much
- Business Impact: Making Meetings Work

Challenge

- Challenge: Managing Meetings for Productivity and Effectiveness

Tools

- Meeting Types and Attendees
- Meeting Protocols
- Agenda Planning
- Meeting Opening
- Action and Activity
- Meeting Technology Checklist

Test

- Leadership Advantage Test Yourself: Leading Effective Meetings

Core Message

- Leadership Advantage: Leading Effective Meetings 2.0

Case Study

- To Meet or Not to Meet
- Preparing to Meet
- Facilitation Methods
- Facilitating People Issues

Key Concept

- Key Concept: Meeting Types and Who Should Attend Them
- Key Concept: Meeting Protocol and Etiquette
- Key Concept: Your Objectives Lead to Your Agenda
- Key Concept: Beginning a Meeting Successfully
- Key Concept: Getting to the Heart of Your Meeting
- Key Concept: Dealing with People Issues
- Key Concept: Reserve Time for Closure
- Key Concept: Enhance Your Meeting with Technology

e-Books

- Make Meetings Matter: Ban Boredom; Control Confusion; and Terminate Time-Wasting
- Plan and Conduct Effective Meetings: 24 Steps to Generate Meaningful Results
- The Art of Convening: Authentic Engagement in Meetings; Gatherings; and Conversations

Videos/Courses

- Brainstorming 3: How to Powerfully Facilitate a Brainstorming Session
- Facilitate Creativity Using Role Storming
- The Power of Servant Leadership
- How Managers Can Facilitate a Candid Work Environment

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.