



Advanced Facilitation Skills

TWO DAY WORKSHOP

“Dynamic, participative two days. Lots of practice, lots of tools and lots of fun! Superb content and demonstrated concepts by the facilitator”.

Auto Industry Engineer, Michigan, US

The Concept:

Adding to the foundation built through practical experience, this workshop is designed to take facilitation skills to the next plateau. Introduction of advanced content combined with extensive discussion of participants past facilitation experiences and challenges are two crucial aspects of helping a facilitator take his or her skills to the next level.

Whereas our Facilitation Skills Level 1 focuses upon the basic skills of leading simple discussions and building teams, this workshop emphasizes the skill of facilitation as applied to common business processes. Practice, practice, practice is the hallmark of this highly interactive workshop.

Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Understand the appropriate blend of task and maintenance behaviors as applied to a facilitated meeting
- Understand and practice both tightly controlled and open discussions
- Assess your personal facilitator strengths and challenges
- Apply facilitation skills to common business processes:
 - Team Problem-Solving Model
 - Gap Analysis Procedure
 - Basic Work Planning Process
 - S.W.O.T. Analysis
 - Numerous “Creativity and Innovation” tools and practices

Methodology:

The workshop is designed around experiential activities from the moment the participants enter the classroom. Teams are established immediately and all concepts and techniques are presented, demonstrated, and applied in the sequence in which team processes typically occur. Presentations of theory, where applicable, and concepts are carried out through participative lecture and group discussion, with supportive handout materials.



Agenda:

Day #1

Introduction & Expectations

- Using and modeling a “Future State” process to identify our facilitation needs Facilitator

Self-Assessment & Discussion

- A 20-point self-assessment tool to help you navigate your strengths and opportunities for improvement

Classic Facilitator “Traps”

- Avoiding 5 common facilitator pitfalls and learning and practicing both tightly controlled and open discussions

Facilitation Business Process #1

- Discussing and practicing a Problem Solving Process

Day # 2

Facilitation Business Process # 2

- Discussing and practicing a Gap Analysis Procedure

Task & Maintenance Behaviors

- Understand when and how these behaviors must be balanced and when overemphasis may be required.

Facilitation Business Process # 3

- Discussing and practicing a Basic Work Planning Process

Facilitation Business Process # 4

- Taking people through a S.W.O.T. Analysis when introducing organizational change

Creativity & Innovation Processes

- Learn to use simple, efficient creativity and innovation tools such as Starbursting, Reverse Brainstorming and Brainwriting.

Personal Action Planning

- Looping back to the 20 Point Self-Assessment Tool completed previously, participants are asked to generate a realistic P.A.P. (Personal Action Plan) to help them use the skills learned in the workshop back-on-the-job.