



MJM Business Solutions Limited

Management Training and Consulting

FACILITATION SKILLS

2 Days

Executive Summary

The ability to facilitate meetings effectively is vital in business today. Are you confident your managers have the skills and knowledge needed to ensure that they are a good use of resources and time?

All organisations face change and need to solve problems. Having people who are adept and confident to run facilitated events encourages teams to contribute to any change situation and enhances buy-in and commitment to the change. Facilitation techniques help change teams gather information and share ideas quickly and cost-effectively.

Run as a workshop, this highly interactive and fun course will help your people build the confidence and skills needed to facilitate. Guided by an experienced facilitator, they will explore tools, techniques and tactics for making your workshops and meetings truly memorable and effective. Delegates will participate in activities which will help them to encourage groups to think differently, to share information and gain consensus in decision making. They will also get the opportunity to practice their newly acquired skills in a "safe environment."

Is this seminar for me?

Whether you run and chair meetings on a regular or on an occasional basis you possibly need them to be less time consuming, more effective and delivering more beneficial outcomes.

This two day course is for you if.

- You run information gathering events and wish you could be more effective
- You are involved in change and wonder how to build commitment and consensus
- You need to help people make decisions and solve problems
- You wish you could structure your meetings more effectively?
- You have ever been concerned about managing difficult behaviours in meetings
- You wish you could generate more creativity and fun into your meetings
- You have ever considered being a facilitator or building your facilitation skills?

You will learn new skills and techniques for getting people to work together more effectively. You will have the opportunity of practising as a facilitator and participating in a series of facilitated sessions, gaining personal and group feedback. Even if you have some facilitation experience, you will be able to compare your personal practice and learn new ways of engaging workshop participants.

Learning methods used

Instructor led facilitation. This seminar is designed to be highly practical, interactive, hands on and fun. The event will be a mix of exercises, pair work and small group discussion. In addition to sharing ideas, tools and tips delegates will receive work books with comprehensive notes.

Detailed Seminar Outline

Day 1

Introduction and Welcome

What is Facilitation?

- Definition
- The reasons for facilitation

The Purpose of the Meeting:

- Preparation
- Setting agendas
- Pre-meeting discussions for quick agreement.

The Roles and Responsibilities:

- The responsibility of the chair and participants
- Cost of meetings
- Do they all need to be there?

The Attributes of a Great Facilitator

- Personal qualities
- Controlling the discussion
- Dealing with conflict
- Keeping to time
- Reaching consensus
- Agreeing actions
- Managing the minutes.

Meeting Logistics:

- Creating the right environment
- Meeting room preparation
- Equipment and facilities
- Visual aids.

Facilitation in Meetings:

- The importance of control
- Involving the entire group;
- Ensuring understanding is reached
- Summarising key points.

Meeting Participation:

- The Role of Ice-Breakers
- Being persuasive
- Clarity and brevity
- Minute-taking
- Confidence building.

Detailed Seminar Outline**Day 2****Personality Factors:**

- How people interact
- Resolving challenging situations
- Handling silence and multiple inputs
- Involvement and commitment.

Communicating Confidently:

- Body language;
- Obtaining agreement and commitment
- Constructive and challenging contribution
- Dealing with questions and active listening.

Group Dynamics

- The Tuckman model of team dynamics.
- Motivation factors

Problem Solving:

- A systematic approach
- Creative and analytical problem identification
- Willingness to change or compromise
- Brainstorming
- Process Mapping
- Participative decision making.

Closing the Meeting:

- Summarizing
- Points of action
- Ways in which decisions will be implemented.

Reviewing Success:

- Review and develop meeting process to be used at work.

Action Planning

- Plan and discuss what they will do on the return to work

Methodology

Our programme is designed to be highly practical, understandable, hands on and fun We will be using case studies and scenarios. In addition to giving ideas, principles and theories we will give delegates methods, tools, tips, techniques and strategies that will allow them to raise their understanding about all aspects of customer service

You will learn

In the two day programme, you will learn the techniques and build the skills that will allow you to:

- Identify the roles and responsibilities of those involved.
- Explain the ingredients of an effective meeting.
- Prepare an agenda.
- Plan the logistics of a meeting.
- Demonstrate the skills of chairing a meeting effectively.
- Make a constructive contribution at meetings.
- Handling problem solving and decision making.
- Review the effectiveness of meetings.

Our trainers bring with them a wealth of experience in the subject. Our approach is professional and relaxed to quickly build confidence, delivered by trainers who have consistently exceeded expectations in their own careers. We expect participants to be fully involved in the process, be enthusiastic and work hard to change their behaviours and to incorporate new learning.