

Content

What is facilitation?

- the benefits and varied applications of facilitation in the workplace
 - identify the core practices, beliefs and skills
 - facilitator's guidelines

Planning for sessions

- participants' roles
- setting objectives
- preparing participants
- workshop logistics

Group dynamics

- the role of the facilitator
 - effective team working
- stimulating group participation
 - dealing with the unspoken
- the value of breakout sessions

Workshops that work

- establishing expectations, concerns and groundrules
- involving everyone; drawing out reflectors, controlling 'serial contributors' without causing offence
 - differentiating between process and content
 - avoiding the causes of poor decisions.

Facilitation Skills

Business Skills

You are a manager or supervisor who needs to deliver results by working effectively with others. You need their support and value their contributions to solving problems, generating new ideas and making decisions.

Good facilitation allows you to access the skills and ability of others to achieve results. Facilitated sessions that are genuinely involving will draw out the best from each individual. In addition, involvement generates a sense of ownership and commitment to decisions and agreed actions.

This practical programme gives you the opportunity to learn how to get the best from others by running engaging facilitated sessions.

Benefits

By the end of the programme you will be able to:

- plan for and run effective workshops, meetings and facilitated sessions
- understand and manage group dynamics
- skillfully handle both process and content
- identify workable solutions to challenging situations
- use a range of facilitation skills and techniques
- run effective facilitated sessions that get people involved, and generate a sense of ownership for decisions and agreed actions.

Approach

The approach is practical, experiential and interactive, with an engaging mixture of facilitator inputs, exercises and activities. You will receive constructive feedback on your performance, including peer assessment.

Who should attend?

Anyone who wants to become more effective at helping work groups, management teams and project teams generate ideas, solve problems and make decisions for which they feel genuine ownership.

Programme information

Duration: Two days

Price: £725 (excluding VAT)

Dates and locations:

29th - 30th April 2008 • London

8th - 9th October 2008 • Surrey

4th - 5th March 2009 • Midlands

For further details please call John Baldwin on 01306 621600.

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"The programme was excellent.

It has helped our product trainers to connect, engage and motivate their sales colleagues far more effectively. The result will be more business because sales are kept abreast of COLT's evolving products and services. As an experienced trainer, I was also amazed at how much I got out of it personally."

Jon Brown,
COLT Telecom