



Facilitation First Inc.

Advanced Facilitation Strategies Workshop Overview

Background

It's not enough anymore to have a clear meeting purpose and stick to your meeting agenda. Meeting leaders are expected to leverage their group's talent to the fullest, which means deftly handling interpersonal issues and leading sophisticated interventions. Company president Michael Goldman leads this intensive advanced workshop for meeting leaders who are looking to take their meeting facilitation skills to the next level. A pre-workshop participant survey ensures you get what you need most out of the two days, while the meeting simulations and exercises provide plenty of opportunities to practice the new meeting skills we deliver.



The Learning Opportunity

- Add to your arsenal of meeting process tools and techniques
- Increase your confidence in handling resistance and dysfunctional behaviours
- Receive templates you can use again and again to handle client relations and plan for meetings
- Gain insight into the types of challenging situations that facilitators encounter and how you can handle them
- Bring more professional rigour to consulting with your team or client

The Learning Environment



- Content focused through needs assessment
- Limited class size
- Numerous opportunities to practice in small groups
- Structured feedback
- Case studies based on realistic situations
- The opportunity to learn from one of the industry's best professional meeting facilitators

Workshop Agenda

(note: agenda varies due to participant needs/preferences as expressed in the pre-workshop survey results)

Day One A.M.

- Warm-Up: Developing Familiarity
- Why Use Warm-Ups
- Setting the Context: Core Assumptions, Objectives, Agenda
- *Facilitation #1: Setting Workshop Norms*
 - The Five Advanced Core Practices
 - Three Types of Norms
 - When to 'Tell' Norms
- *Facilitation #2: Defining Key Facilitator Practices*
- Variable Roles of a Consultant
- The Rights of Partnership (client vs. facilitator)
- *Facilitation #3: Defining Facilitator Rights*
- LUNCH

Day One P.M.

- Steps in the Consulting Process
 - Determining Types of Questions to Ask
 - Conducting the Assessment Interview Exercise
 - The Contract & Terms of Reference
- *Facilitation #4: Designing the Meeting*
 - Essential Design Principles
 - Managing the Leader
- *Facilitation #5: Starting the Meeting*
 - The Roles of Leader versus the Facilitator
- Methods for Saving Time
 - *Facilitation #6: Losing Time Dilemmas*
- Closure & Homework

Advanced Facilitation Strategies Workshop Overview, Cont'd

Workshop Agenda, Continued

Day Two A.M.

- Challenges to Decision-making
- Decision-Making Tools Roadmap
 - *Facilitation #7: Cocktail Circuit Technique*
 - *Facilitation #8: Impact/Effort Grid*
- Share-a-Tool Session
- Nine Ways to Intervene
 - *Facilitation #9: Intervention Dilemmas*
- Introduction to a *Survey Feedback Process*
- Introduction to Targeted Norming & Exercise
- LUNCH

Day Two P.M.

- Negotiating Your Power with Targeted Norms
 - Questions that Empower
 - Questions that Limit Power
- The Principles of Buy-in and Resistance
 - Resistance Simulations
- Intervention Language Review
 - *Facilitation #10: Intervention Language Exercise*
- Creating Closure & Adjournment

Learning Outcomes

- Understand how to use warm-up exercises for setting the tone and meeting context
- Learn how to proactively facilitate, and referee conflict using norm setting
- Discuss key advanced facilitator practices, including pitfalls
- Review the facilitator as a consultant role (both inside organizations and as an external)
- Troubleshoot a facilitator's versus a client's rights to partnership
- Practice spotting and using diverging versus converging question types
- Learn key elements to successful pre-facilitation scoping



- Participate in an assessment interview simulation
- Get a contract template you can use to outline your client/consultant relationship, along with a scoping template to clarify needs upfront
- Review essential meeting design principles
- Learn strategies for managing leaders more effectively
- Solve meeting time management dilemmas
- Practice generating and filtering ideas using simple yet powerful tools
- Study the ways facilitators reactively intervene with conflict including managing resistance
- Apply the survey feedback technique for improving team tasks or relationships
- Try out a three-step model to define and implement targeted norms
- Discover questions that empower facilitators to guide meetings effectively

Workshop Fees and Logistics

- Fees:** \$1,275.00 + GST Includes snacks, lunches, and participant materials (manual, handouts and a copy of Ingrid Bens' *Advanced Facilitation Strategies* textbook). *Ask about our volume discounts!*
- Dates:** November 26-27, 2009 (8:30 am – 5:00 pm)
- Location:** 150 York Street, 5th Floor, corner of York and Adelaide (Toronto, ON)



Note: Participants receive fourteen Professional Development Units through the Project Management Institute upon completion. (Category One – Educational Activities)