

Facilitating Meetings with Ease

Workshop Agenda



We're all spending so much time in meetings and are being asked to achieve crucial goals that meeting process facilitation is fast becoming a core competency for anyone who's on a team, leads a task force, heads up a committee or manages a department. Whether you're new to facilitation or have years of experience, this workshop provides a unique opportunity to enhance your mastery of any group situation. Learn essential skills from certified, veteran trainers who have taught meeting facilitation skills for years. Experience a dynamic and totally interactive learning environment.

The Learning Opportunity:

- Gain a clear understanding of the core values, principles, and behaviors of meeting facilitation
- Work with powerful process tools and techniques
- Develop your confidence in handling resistance and dysfunctional behaviors
- Receive personal feedback and coaching
- Practice new tools in a safe learning environment

Who Should Attend:

- Project managers – earn PDUs!
- Managers of any level who run meetings
- Professionals who need to increase buy-in and decrease resistance in group settings
- Six Sigma and Lean Professionals
- Internal Consultants
- Team Leaders
- Business Analysts



Participants earn fourteen Professional Development Units through the Project Management Institute upon course completion. Facilitation First has been a Registered Education Provider since 2006 and our current Provider rating is 92.39% (average rating for all providers is 85.61%).

The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

Workshop Agenda

Module One - Introduction to Facilitation
 Roles & Beliefs of a Facilitator
 Partner Interview: The Five Core Practices
 Distinguishing Process and Content Leadership
 Norming Lecturette and Exercise
 Giving and Receiving Feedback

Module Two - Decision-Making
 Moving on Up! Exercise
 The Decision-Making Roadmap
 Converging and Diverging Tools and Exercises
 Overview of Consensus-Building
 Testing for Agreement

How Neutral do Facilitators have to be?
Module Three - Meeting Management
 The Fundamentals of Meeting Management
 Exit Survey Review and Exercise
 Case Study: "Meeting in Overtime"

Module Four - Managing Conflict
 Healthy Debates versus Dysfunctional Arguments
 Conflict Management Tips
 The Language of Intervention and Exercises
 Q&A, Evaluations, Wrap-up



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Workshop Outcomes

Module One: Introduction to Facilitation

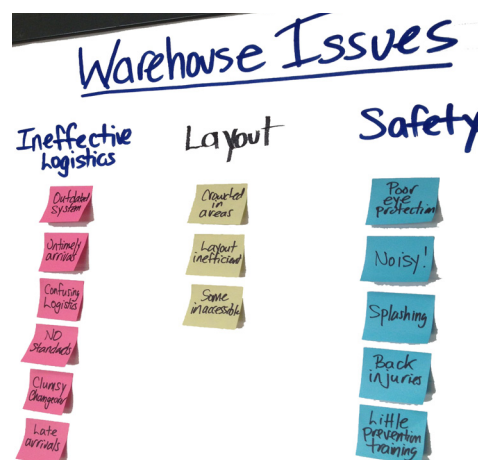
- Understanding the importance of 'facilitation' as a key leadership core competency within the context of running effective meetings and managing diverse groups
- Getting clarity as to the role and beliefs of the facilitator in the context of creating powerful meetings
- Experiencing the power of pairs and how to minimize group resistance through the use of the 'buy-in frame'
- Learning the 5 core facilitation practices and how to use these to gain group alignment
- Understanding the importance of 'process' versus 'content' as the foundation for understanding dialogue
- Reviewing how to initiate and maintain a facilitation
- The importance of defining 'purpose' and 'process' in creating the meeting context
- Exploring the use of norms in helping groups understand interpersonal and task related expectations

Module Two: Introduction to Group Decision-Making

- Experiencing criteria based decision grids – a more sophisticated approach to prioritization versus 'pros and cons'
- Understanding the five most used decision-making options: from 'delegation' to 'consensus building'
- Learning how to choose and facilitate the right decision-making option
- Practice using methods for giving and receiving peer feedback

Module Three: Introduction to Meeting Management

- Learning how to apply the learning immediately to relevant work situations
- Understanding the parameters of facilitator neutrality
- Developing knowledge on the nine basic fundamental elements of running effective meetings
- Practicing how to develop a process design for a 'planned' intervention
- Using exit surveys as a methodology for making group and/or meeting improvements



Module Four: Introduction to Group Conflict Management

- Distinguishing immediate vs. planned interventions and when either is required
- Reviewing proactive techniques to handle common types of meeting conflict
- Practice using the three-step language of intervention model in dealing with common blocks during meetings

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Workshop Details



For almost 20 years, Facilitation First has been top of mind for those seeking training in process facilitation. Our *Facilitating with Ease* workshop has been honed by Ingrid Bens, author of the national bestselling books 'Facilitating with Ease and 'Facilitation at a Glance!'. With thousands of participants rating the course an average 4.5 out of 5, we provide an experiential workshop process that equips learners with simple yet powerful tools that they can apply in their next meeting.

What You'll Receive

You leave our workshop with the tools you need to combat wasted meeting resources. You get access to online customizable templates, a textbook filled with meeting designs and intervention techniques, and the personal feedback and coaching from participants and the trainer.

What Some of our Clients Are Saying...

Facilitation First's trainer was very effective, entertaining and knowledgeable in the art of meeting facilitation. The materials and practice sessions were invaluable and will be used in my everyday workplace.

Doug Tovissi
Business Market Analyst, Tremco Inc.

The Facilitating Meetings with Ease workshop has been a great addition to our Corporate Management Development curriculum, with continued strong feedback received from our Project Management, Human Resource and People Management audiences.

Dale Martin, CPF
Senior Manager, Delivery, Corporate L & D, TD Bank

Great course filled with energy and ideas, hands on exercises, valuable feedback and tools that I will use starting Monday to improve the effectiveness of our meetings.

Helen Debeer
Information Architect, EnCana

This workshop was a carefully perfected blend of content, process and opportunities to practice in a safe and supportive environment that encouraged risk taking and reflection. Top shelf!

Monica Wand
Vice Principal, York Region District School Board

This training shocked, amazed and inspired me. After just two days, I feel equipped to bring operational improvements to my organization.

Joe Crampton
VP Product, BPS Resolver

About Our Trainers

All of our trainers are meeting facilitators, thus our company name 'Facilitation First'. To become a Certified Facilitation First Trainer (CFFT) our team members had to demonstrate excellent facilitation skills as well as go through a rigorous process of accreditation. This process ensures you're always getting a great trainer who brings real-world meeting experience to the classroom.

