

# Facilitating Virtual Meetings with Ease

## Delivered Via Virtual Classroom over Four Half Days

With many teams working remotely for the foreseeable future, the skills needed to structure, engage and guide a group through critical virtual meetings has never been more important. 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:

#### *Managing Yourself, The Facilitator*

- Learn the role and beliefs of the facilitator in the context of creating powerful meetings that engage, inspire and achieve outcomes
- Embrace the 5 core facilitation practices to foster highly collaborative group dynamics

#### *Managing the Process*

- Recognize the importance of making your meetings POP - defining 'purpose', 'outcome' and 'process'
- Learn how to effectively prepare for, design, start, manage and end a meeting
- Learn the four- step consensus building process, including creative brainstorming techniques and prioritization
- Understand how to test for agreement and what 'consensus' really means

#### *Managing the Group*

- Learn techniques and best practices to keep virtual participants engaged
- Understand how to proactively establish and referee group norms to minimize conflict
- Gain clarity as to when and how to intervene when conflict threatens meeting outcomes
- Practice new tools in a safe learning environment and receive personal tips and coaching



### Workshop Agenda:

#### **Module One - Introduction to Facilitation**

- Partner Facilitation: Exercise
- The Five Core Practices (S.L.A.P.S.)
- The Importance of Breakouts and Buy-In
- To Facilitate or Not to Facilitate
- **Group Facilitation #1:** Fixing a Terrible Virtual Meeting Exercise

#### **Module Two - Introduction to Meeting Management**

- Tips for Running Great Meetings: Prep, Start, Manage, End (PSME)
- The Meeting Prep Checklist
- Defining the Meeting Purpose and Outcomes Exercise
- Critical Meeting Templates
- Prep Design: Engagement Techniques and Exercise
- Tips for Running Great Meetings: Prep, Start, Manage, End (PSME):
- Setting the Context Overview
- Levels of Empowerment and Exercise

- Introduction to Norms
- **Group Facilitation #2:** Creating Norms Exercise & Debrief
- Refereeing the Norms and Exercise

#### **Module Three - Introduction to Decision Making Techniques**

- **Group Facilitation #3:** Applying Our Learning to Date
- Overview of 4-Step Consensus Building Process
- Introduction to Creative Diverging Tools
- **Group Facilitation #4:** Diverging Exercise & Debrief
- Introduction to Converging Methods
- Introduction to Synthesis
- **Group Facilitation #5:** Prioritizing Ideas
- High Five and the Hallmarks of Consensus

#### **Module Four – Managing Challenging Behaviors**

- Managing Challenging Behaviours Video & Debrief
- Intervention Language Scenario Exercise
- Language of Intervention Breakouts
- **Group Facilitation #6:** Conflict Video Reflection Exercise
- **Group Facilitation #7:** Meeting Symposium Exercise

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## Workshop Details



For almost 25 years, Facilitation First has been top of mind for those seeking training in process facilitation. Our Facilitating Meetings 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 that equips learners with simple yet powerful tools that they can apply in their next meeting.

### Who Should Attend:

- Project Managers
- Team Leaders of any level who run meetings
- Professionals who need to increase buy-in and decrease resistance in group settings
- Six Sigma and Lean Professionals
- HR or Business Improvement Consultants
- Business Analysts

### 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 digital manual filled with meeting designs and intervention techniques, and the personal feedback and coaching from participants and the trainer. Our certified trainers are 'facilitators first,' who bring their real-world experience to the classroom.

### What Some of our Clients Are Saying...

*"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**

*"The most exciting impact from the training is that each committee is now able to move through each strategic initiative more quickly, achieving more in less time."*

**Shenda Tanchak The College of Physiotherapists of Ontario**

*"[It has been great] to translate the tools directly into the workplace and see a positive impact to the effectiveness of the meeting (i.e. articulating outcome, facilitate brainstorming sessions, etc.)."*

**Heidi Cheung BC Clinical Services**

### Earn Professional Development Units

**PMI**



- Participants earn fourteen Professional Development Units through the Project Management Institute upon course completion (10 Leadership and 4 Strategic and Business Management).

**IAF**



- Facilitating Meetings with Ease is an IAF Endorsed™ Program and will support your journey to achieving Certified Professional Facilitator (CPF) designation.