



## Lead Inclusive, Engaging and Focused Meetings

A well-run meeting creates alignment, clarity and motivates a group to action. Bad meetings lead to frustration, distraction, and a disengaged staff. With many teams working in a hybrid format, the skills needed to structure, engage, and guide a group through collaborative, engaging 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, master facilitators in a dynamic and totally interactive learning environment.



*"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, York Region  
District School Board*

## The Learning Opportunity

Participants will leave this course able to:

### 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 inclusive techniques and best practices that keep participants engaged and allow for a diversity of opinions to be heard
- Understand how to proactively establish and referee group norms to minimize conflict
- Gain clarity as to when and how to intervene when challenging behaviors threaten meeting outcomes



## Workshop Agenda

### Two Day In-Person Workshop

#### Module One: Core Facilitation

- The Many Hats of a Meeting Leader
- The Roles, Beliefs and Purpose of Facilitators
- Facilitating One-on-One Exercise
- The Five Core Facilitation Practices
- Core Practices Observation
- Balancing Process and Content
- The POP Technique
- *Group Facilitation #1: Comparing Process Notes*

#### Module Two: Core Meeting Management Techniques

- *Group Facilitation #2: Fixing Terrible Meetings*
- Giving and Receiving Feedback
- Tips for Running Great Meetings: Prep, Start, Manage, End (PSME)
- Prep Tools and Exercises
- Start Tools and Exercises
- *Group Facilitation #3: Setting Norms*
- Process

#### Module Three: Core Decision-Making Techniques

- *Group Facilitation #4: Applying Day One Learning*
- Case Study: Moving on Up!
- *Group Facilitation #5, #6: Decision-Making (HiGro Case Study)*
- The Four-Step Consensus Building Roadmap
- Introduction to Diverging Tools and Techniques
- *Group Facilitation #7: Diverging Exercise*
- Introduction to Converging Tools
- *Group Facilitation #8: Converging Exercise*
- Ending the Meeting Tools

#### Module Four: Core Group Conflict Management Techniques

- Your Organization's Response to Conflict
- Facilitator Conflict Management Techniques Debrief
- Intervention Language Scenario Exercise
- Language of Intervention Rounds
- Conflict Management Video: It's Our Space!
- Conflict Fishbowl Exercise (if time permits)
- Workshop Wrap-Up

#### What You Will Receive

- 14 Professional Development Credits Through: PMI, HRPA, CMC
- Certificate of Completion that can be applied to our Facilitation First Certificate Program
- A Participant Workbook filled with templates, tips and methods

#### Who Should Attend?

- Anyone who leads groups through collaborative problem solving, decision making, stakeholder consultation, planning or ideation – or any outcomes-based dialogue
- Project Managers, Business Analysts
- Six Sigma and Lean Professionals
- Team Leaders of any level who run meetings
- HR or Business Improvement Consultants
- Professionals who need to increase buy-in and decrease resistance in group settings
- Business Analysts

#### About Facilitation First

For over 25 years our mission has been to share our passion for the design and facilitation of highly collaborative meetings based on consensus driven, focused results.