



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 (L.E.A.P.S)
- 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, HRP, 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.