



## Workshop Description

### Why Attend?

With today's rapid pace of change and the need to disseminate information quickly, many organizations rely on internal staff, who have had little to no education on how to effectively train, to lead learning sessions on new products, processes or other critical information. However, many clients tell us that these training sessions often fail to achieve learning objectives because they don't feel engaged, discussions go off-track, participants or the trainer dominate, etc.

As trainers and teachers, we know that the single most challenging thing to do is step off the podium and into the role of a facilitator of learning. We know real learning takes place when the trainer stops talking and invites learners to start talking and participate in the process. To do this, trainers need to practice the skills and processes of "facilitative training".

Facilitation First Inc.  
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## The Learning Opportunity

### Participants leave this course with:

- An understanding of how adults learn and individual learning styles
- An array of techniques to increase group and individual participation in learning
- Methods and practices for becoming a "facilitator of learning" versus teacher/lecturer
- Strategies to deal with resistance, conflict and dysfunctional behaviours in the classroom

### Who Should Attend?

- Leaders or Subject Matter Experts who have been asked to provide product, process or policy training
- HR Professionals
- IT Professionals who are providing user training
- Instructional Designers/Developers who want to better understand how to engage learners



## Workshop Modules

### Module One: Setting the Workshop Context

- Welcome and Introductions
- Workshop Purpose, Outcomes and Focus
- The Importance of Setting Context

### Module Two: Managing You

- Roles and Beliefs of Facilitative Trainers (FT)
- Partner Interview Exercise
- The Five Core Process Facilitator Practices: SLAPS
- Enhancing Your Perceived Neutrality and Active
- Listening: Tips and Exercise
- Prepping for a Training Workshop

### Module Three: Managing the Group

- Group Facilitation #1: Facilitative Techniques That Enhance Engagement Exercise
- Group Facilitation #2: Setting Norms Exercise
- Refereeing Broken Norms Exercise
- Group Facilitation #3: Defining the What's in it for Me (WIIFM) Exercise
- Learning Round-Up

### About Facilitation First

For over 25 years our mission has been to design and lead highly collaborative meetings based on consensus driven, focused results. Starting initially as a professional facilitation services provider, our clients recognized the quality of our facilitation and started to enquire if we could provide training to develop their own internal cadre of facilitators.

As a result, we developed our first facilitation skills workshop in 1995 and now provide an array of foundational and advanced facilitation training to 1000's of students looking to develop their facilitative leadership capacity.

To ensure consistency and quality in delivery, we have developed a rigorous train-the-trainer program to certify and/or license trainers in leading our workshops.