

# The Virtual Facilitator Certificate Program

There is an art and science to effective meeting facilitation and with so many meetings taking place online, skilled virtual facilitators are in great demand. At the same time, organizations are quickly recognizing the benefits of developing a cadre of internal facilitators who can be called on to help groups achieve superior results.

Whether you are ultimately seeking certification through the International Association of Facilitators (IAF) or are looking to add to your credentials and facilitation competency beyond one workshop, the Facilitation First Virtual Facilitator Certificate provides an immersive, comprehensive learning and skills application experience.



## Why Certify?

- Increase your professional credibility by demonstrating to employers and/or clients that you have achieved competency as a skilled virtual facilitator
- Work with Facilitation First's Master Facilitators with years of experience as they coach you through all aspects of facilitation mastery
- Learn and practice many of the competencies that you must demonstrate to achieve CPF (Certified Professional Facilitator) designation with the International Association of Facilitators

## Who Should Get Certified?

Designed for Leaders, Project Managers, HR professionals, Consultants (Internal and External), Process Improvement/Change Management practitioners or anyone who works with groups to achieve outcomes.

## About Facilitation First and Our Certified Trainers

Facilitation First was incorporated in 1991 by our founder and President Michael Goldman. For over 25 years our mission has been to design and lead highly collaborative meetings based on consensus driven, focused results. In response to client demand, 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. Each of our certified trainers are highly experienced facilitators/trainers who have passed our rigorous set of standards needed to become a Facilitation First trainer.

## Professional Affiliations

Facilitation First is committed to promoting the highest level of meeting design and facilitation best practices. We are unparalleled in our field and work tirelessly to improve, perfect and update our training content to remain highly relevant to all industries.

In fact, our programs have been through rigorous review and the following organizations have assessed and approved our facilitation skills programs as being essential to obtaining and maintaining professional accreditation in their respective fields.



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## What's Involved?

### Step 1: Facilitating Virtual Meetings With Ease: 4 X Half Day Workshop:

#### *Managing Yourself, The Facilitator*

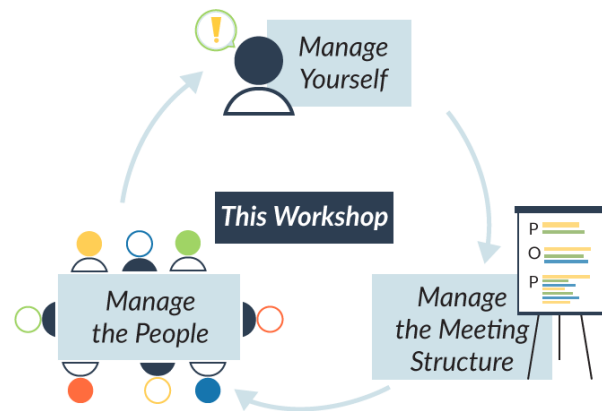
- Learn the role and beliefs of the facilitator in the context of creating powerful virtual meetings that engage, inspire and achieve outcomes
- Embrace the 5 core facilitation practices to foster highly collaborative group dynamics

#### *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 virtual meeting
- Learn the four- step consensus building process, including creative virtual brainstorming and prioritization techniques
- 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



### Step 2: Facilitator Design Symposium: 2 X Half Day Workshop

- During the first half day, participants will gain a deeper understanding on how to effectively scope with stakeholders prior to critical meetings, understand and apply the **Critical Design Elements**, how to develop a meeting process guide including when to incorporate critical virtual engagement tools such as polling, breakouts, chat, etc.
- Participants will vote on which meeting processes to dive into which may include team alignment, problem solving, consultative feedback, ideation or decision-making processes
- Candidates will have two weeks between half day sessions to submit a scoping document and meeting design for one of their upcoming meetings
- During the second half day session, candidates will receive coaching and feedback on taking their meeting structure and design from "good to great" and take a deeper dive into Facilitation First's most used and successful process designs

### Step 3: Facilitating Through Conflict

- Gain a clear understanding of effective strategies to prevent dysfunctional behaviors and techniques to facilitate through conflict
- Discover your conflict style and how it can either contribute to or help minimize conflict
- Arm yourself with tools for identifying and managing resistance
- Practice the three-step intervention process for redirecting dysfunctional behaviour
- Receive personal feedback and coaching from a 'Master' meeting facilitator and learning peers

#### Step 4: Facilitator Prep & Assessment

- Candidates are required to identify a meeting opportunity at their work (or outside of work, eg non-profit) and design and facilitate a virtual consensus building meeting which will be assessed by 3 attendees
- Candidates will schedule an individual coaching call with a Facilitation First Master Facilitator/Coach to review their proposed meeting design and develop strategies for anticipated challenges
- Candidates must achieve an average rating of 4/5 or higher to achieve Certification and can make up to 2 attempts in the 6 months following the last workshop

#### Program Fees

Step	Program Element	Fee
1	Facilitating Virtual Meetings With Ease 4 X ½ Day Workshop – The Fundamentals	\$1195
2	Facilitator Design Symposium	\$795
3	Facilitating Through Conflict	\$795
4	Facilitator Prep & Assessment workshop	\$500
	Total	\$3,285
	Discounted Total If Full Program Paid in Advance	\$2,795