



## FACILITATION SKILLS

### Learning Objectives

This hands-on two day program is designed to equip attendees to more effectively engage their workshop participants.

By the end of this workshop participants will be able to:

- Describe the three key principles of facilitation and their impact on a facilitator's effectiveness
- Articulate the importance of shifting from parent – child/teacher – student to a truly facilitated learning event
- Create an environment in which participants take ownership for their own learning
- Recognize the roles that a facilitator plays
- Demonstrate the ability to facilitate an internal or external meeting
- Craft clear and compelling meeting outcomes
- Demonstrate different questioning techniques to increase participant engagement
- Leverage a number of intervention tools to get the meeting back on track
- Analyze form and void techniques to maintain group momentum
- Recognize and adjust to different communication styles
- Use stories effectively

## PROGRAM FLOW

### KEY CONTENT AREAS

#### Welcome

- Introduction, Learning Objectives
- Ground Rules, Building Agreement
- No One Right Way

#### Principles

- Facilitator Mindset
- Balance
- Create Ownership, Build Trust, Maintain Momentum

#### Facilitator Roles

- Classic and Advanced

#### Presence

- Verbal, Visual and Vocal
- Body Language

#### Stages of a Discussion

- Managing the Stages
- Practice Session One (Video)

#### Facilitation Tactics

- Preventions
- Before, During and After
- Practice Session Two (Video)

#### Difficult Situations

- Challenging Behaviors
- Unmet Needs
- Ladder of Inference
- Intervention Tactics
- Escalating Levels
- Practice Session Three (Video)

#### Story Telling

- Moving Down the Line Activity
- Components
- Stories You Should Tell
- Seven Universal Plots

#### Delivery Aids

- PowerPoint
- Flip Charts

#### Workshop Close