



OVERVIEW

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