

Workshop Facilitation Skills and Techniques

“Profit in business comes from repeat customers, customers that boast about your project or service, and that bring friends with them.”

W Edwards Deming

Challenge

Knowing how to facilitate a workshop is a critical ‘success tool’, particularly in the development of technically complex systems. Workshops play a significant rôle in the creative and data capture stages of projects, as clients demand a more inclusive and participative approach from their suppliers. Clients no longer expect a single company to deliver an entire project and consequently multi-agency workshops are becoming more common.

Programme overview

A **two-day** programme for a **maximum of ten** delegates:

Understanding facilitation – what facilitators do (and don’t do), defining the core practices, questioning techniques, importance of wording

Overall meeting management – the rôle of chairman versus facilitator, what makes effective meetings, facilitating teleconferences, using checklists

The seven stages of facilitation – assessment, refinement, preparation, start-up, execution, close-down, follow-up

Team and group dynamics – differences between groups and teams, what makes an effective team, the four stages of team development

Generating interaction – setting ground rules, removing barriers, getting buy-in, managing leaders, promoting effective behaviour, impact of cultural differences, different types of conversation, choices in decision making

Dealing with disagreement – difference between argument and debate, critical steps of dealing with emotions and resolving conflict, use of commentary and ‘feed-forward versus feedback

Facilitation tools – the importance of tools and where they fit in the overall facilitation process, creating a useful vision, using surveys, different types of analysis (gap, root-cause, force field, etc), multi-person voting, effective listening, brainstorming, decision grids, priority setting

Reference is made to common uses of facilitation, along with sample template agendas. Delegates are requested to complete an on-line, pre-programme survey, to help customise the event to their specific needs.

Why this is good for you

Enhanced workshop facilitation skills help you do a better job

Your team communicates better and gets more done for less

Increased probability that your project will finish on-time and within-budget

Your clients are happier – they feel you understand their point of view better

Happier clients buy more and tell other people how good you are at what you do
