Course Description

Margaret Meade said, "Never underestimate the power of a small group of committed group people to change the world. In fact, it is the only thing that ever has," and that's why effective groups play such a critical role in the productivity and effectiveness of organizations. Bringing groups of people together, though, can be a challenging and frustrating experience. Fortunately, there are proven methods to lead more effective group meetings. This one-day course will give participants hands-on experience and insights into the principles and techniques they can use to more effectively facilitate groups.

The course focuses on three areas: the group, the facilitation process, and you, the facilitator. First, participants will develop an appreciation - from psychological and behavioral perspectives - of what happens when individuals come together to form a group. The course introduces models for group formation and group dynamics. **The underlying principle is groups that pay attention to their <u>group process</u> (how they work together) are more effective at accomplishing their <u>group tasks</u> (what they need to do).** Second, participants will learn the steps in the facilitation process; the success of a session is often determined before the first participant arrives! Participants will learn approaches for organizing, designing and facilitating group sessions that foster collaboration, enhance communication, and result in superior work products. Finally, participants will learn techniques for effective communication and dealing with challenging situations; in a safe, role-play situation, participants form facilitation teams to get hands on experience facilitating.

The key focus of the course is to develop the insight and skills needed to facilitate an effective group, which is a group that is able to successfully accomplish their task and have a sense of accomplishment and satisfaction!

Course Objectives

- Develop an appreciation for facilitation as a management and leadership competency.
- Derive understanding of a group and why a group works, or does not work.
- Learn the facilitation process.
- Learn models and theories to make a group more effective.
- Identify and develop skills as group facilitators.
- Develop an awareness of the skills needed to be an effective facilitator.
- Practice facilitation skills.

Course Roadmap

This course delivers discreet modules and tools covering every phase of the facilitation process as illustrated in Diagram 1. We tailor content based on the skill level of the participants and the time available for training.

Diagram 1: *Course Content Roadmap*

Course Roadmap

The Facilitation Process

Pre-planning		Delivery	Follow-up
Prepare	**Design**	**Deliver**	**Follow-up**

Preparation	**Design**	**Deliver**	**Feedback**
• Determine meeting type • Define purpose & outcomes • Select & notify participants	• Develop the detailed agenda • Develop visuals, handouts, presentations, & other supporting materials • Review meeting design with key stakeholders	• Employ facilitation skills & techniques • Capture salient points, decisions, & other knowledge • Drive toward outcomes	• Synthesize meeting 'knowledge' • Conduct 'hotwash' & apply learning • Follow-up on actions & next steps