

Facilitation encompasses a wide range of skills which are useful to all staff in the organisation. An effective facilitator enables people to work more productively, overcoming barriers to making progress whilst enhancing personal working relationships.

This two-day workshop is very participative and results-focused, and is a rich mixture of tutor-led discussions, practical exercises, team discussions and individual practice sessions.

Your Workshop Leader: Tony Bray

AIMS OF THE WORKSHOP

As a result of this course, participants should:

- understand how an effective facilitator contributes to business success
- have a toolkit of tools/techniques for facilitating meetings, client workshops & projects
- become more confident when facilitating in challenging situations
- know how to promote more effective team working
- enhance their personal effectiveness and visibility throughout the organisation

WORKSHOP FORMAT

This course is designed to be run over two consecutive days. Delegates will be exposed to a series of 21 problem-solving tools or techniques which they can use when facilitating meetings or customer workshops.

The balance of topics will depend on each individual group's needs, which can be discussed beforehand with the workshop leader.

WHO SHOULD ATTEND

This workshop would suit anyone in a position to develop team processes and group decision making through their confident and competent ability to facilitate across a range of situations.

Programme Elements

Introductions: the overall process

- Knowledge, skills and attitudes required by an effective facilitator

Step One - Define the Problem

- Situation/Impact/Task model
- In/Out of the Frame – goal-setting
- Team activities practising
 - 1) Process Mapping/using open questions
 - 2) Cause & Effect analysis, and using N/3
 - 3) The Concept Fan
 - 4) Merit Matrix and Pay Off Matrix
 - 5) Force Field Analysis
 - 6) Risk Analysis

Step Two - Collect data

- Process Mapping: session with feedback
- Brainstorming
- Hard & soft data in complex problems

Step Three - Find the root causes

- Cause & Effect analysis session; feedback
- The diagnostic journey

Step Four - Find alternative solutions

- Creative thinking/random entry
- Developing solutions via the Concept Fan

Step Five - Choose the best solution

- Essential & Desirable criteria
- Using the RAMMP matrix
- Merit Matrix and Pay-off Matrix

Step Six - Implement and Review

- Force Field Analysis
- Risk Analysis
- Presenting to project champion

The way forward

- Developing communication plans
- Sharing headlines between groups

Close of Workshop



COMMUNICATE

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