Friesen, Kaye and Associates

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The Experts in Knowledge Transfer
and Workplace Performance

Facilitation Skills: Running Effective Virtual Meetings

FKA's popular program, Facilitation Skills: Running Effective Meetings is now available online with a specific focus on facilitating virtual meetings. The program identifies key differences between the online and physical meeting environments and builds on proven verbal, organizational and leadership skills for better outcomes in your virtual meetings.

Who Should Attend?

- Individuals who need to communicate with others through effective virtual meetings, including executives, managers, learning and development professionals, presenters, sales, marketing and account managers, team facilitators, team leaders, product and project managers.

Key Benefits

1. This online version fits more easily into your work schedule.

2. Immediately apply your new skills and knowledge to your work; then talk to your facilitator about it during the next live session.

3. Build a set of Best Practices that will work for you.

4. Practice the online skills required to get the most out of your virtual meetings during one of the four online sessions and get expert feedback as you progress.

5. Receive a comprehensive manual packed with job aids, checklists and reference materials.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- Transfer Strategy: one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.

- One-Year Hotline: connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

Objectives

Upon successful completion of this program, you will be able to:

- Establish and identify a clear framework of best practices for managing a virtual meeting.
- Describe the key elements for planning a virtual meeting.
- Explain how to get a virtual meeting off to a good start.
- Identify the key actions required to keep the virtual meeting participants involved, interested, and directed toward accomplishing the desired results.
- Use questioning and facilitation skills to accomplish the type of participation desired.
- Apply effective remote listening skills.
- Identify the platform capabilities to use to ensure purpose and desired outcome is achieved.
- Verbalize transitions between platform capabilities in the virtual environment.
- Use language to connect with the remote audience.
- Determine appropriate follow-through plans and conclude the virtual meeting.
- Describe the key actions for curbing unproductive behavior and keep virtual meetings on target.
- Practice facilitating your own virtual meeting.

Agenda

Live Session 1

- Introduction, Objectives and Overview
- Ground Rules
- Technical Tour and Capabilities
- Underlying Philosophies of Effective Facilitation
- Human Element: Voice and Speech Characteristics

Agenda continued

- Organizational Skills: Getting Started, Keeping Moving, Generating Action and Concluding
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- Assignment: Discussion Board-Features of Effective and Ineffective Meetings; Review-Getting Started; Types of Participation; Establishing a Positive Climate; Preparation for a Virtual Meeting-Introduction

Live Session 2

- Review
- Practice Virtual Meeting Introductions
- Discussion Board-Features of Effective and Ineffective Meetings
- Keeping Moving: Purpose and Desired Outcome; Balance Meeting Pace; Reach conclusions As You Go;
- Generating Action and Concluding: Action Needed; Specific Assignments; Monitor Progress; Conclude and Evaluate
- Assignment: sample Questions; Facilitation Language; Effective Remote Listening; Active Listening; Review Keeping Moving, Generating Action and Concluding, Encouraging Constructive Participation and Handling Disruptive Behaviour

Live Session 3

- Review of Assignments
- Individual Practice Facilitating a Virtual Meeting or Small Group Session (8-10 minutes)
- Individual Feedback
- Wrap-up