

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

Facilitation Skills: Running Effective Meetings

Successful facilitators have learned the skills of organizing individual resources into group productivity. The process of facilitation goes beyond gathering facts, reaching conclusions, and taking action on complex issues. Effective facilitation utilizes the knowledge, ability, and creativity of each individual within the group.

This program identifies practical facilitation skills using concise key actions, group practice sessions, and on-the-job applications. It defines the critical facilitation skills of group organization and group leadership.

Who Should Attend?

- Individuals who need to communicate with others through effectively run meetings, including: executives, managers, supervisors, learning professionals, presenters, sales and marketing professionals, team facilitators, team leaders, product and project managers, business owners, and business unit managers.

Key Benefits

1. Learn from the best facilitators in the industry.
2. Immediately apply your new skills and knowledge to work-based content.
3. Practice by facilitating a 20-minute meeting which is recorded for your personal viewing.
4. Build a set of Best Practices that will work for you.
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.

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Objectives

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

- Plan and establish a clear framework for managing a meeting.
- Identify the key components of effective facilitation.
- Describe specific underlying philosophies of effective facilitation.
- Adapt your facilitation style to group development stages.
- Identify the key elements to consider when planning and starting a meeting.
- Identify the key actions required to keep participants involved, interested, and directed toward accomplishing the desired results.
- Determine appropriate follow-through plans and conclude the meeting.
- Identify the key actions to curb unproductive behaviour and keep meetings on target.
- Practice facilitating a meeting or group session.

Agenda

Day One

Welcome and Introductory Activities

- Purpose, objectives and expectations
- Underlying Philosophies of Effective Facilitation

Group Dynamics

- Group behavior
- Group development

Group Organizational Skills

1. Getting Started
 - Prior to the Meeting
 - Beginning the Meeting
2. Keeping Moving
 - Focus discussions on purpose and desired outcomes
 - Maintain a balanced meeting pace
 - Reach conclusions as you go
3. Generating Action and Concluding
 - Specify what action needs to be taken
 - Make specific assignments with clear completion dates
 - Agree on how to monitor progress and evaluate outcomes
 - Conclude and ask for evaluation of the meeting

Day Two

Group Leadership Skills

1. Encouraging Constructive Participation
 - Specify the type of participation desired
 - Create a participative climate
 - Draw out individual contributions
 - Acknowledge and reinforce constructive participation
2. Handling Disruptive Behavior
 - Take steps to minimize disruptive behavior
 - Refocus discussion on the original topic
 - Privately discuss recurring behavior with individual
3. Practice Sessions
 - Plan ahead
 - Conclusion and Wrap Up

Optional for Customized Dedicated Programs:

1. Managing Diversity
 - To encourage diversity
 - When conflict occurs
2. Presenting Your Ideas

