

COURSE DESCRIPTION

W087 – Facilitation Techniques – Planning and Conducting Workshops

Course goal

Conventional conferences are replaced more and more by meetings and workshops where full involvement and the expertise of all participants are required. With this approach of facilitation, a result-oriented deployment is secured. As a facilitator you have to steer, clarify, structure, accelerate, slow down, activate, visualize, etc., according to the needs of group and process.

Main learning objectives

Upon completion of the course, participants will be able to

- lead a group in a goal-oriented way – being or not being its formal leader
- apply an open and structured planning process to achieve goals together with the group
- use resources to secure interaction and co-ordinated co-operation
- activate commitment and contribution of all participants by using the relevant methods
- visualize group processes and results with different techniques
- apply the techniques of „asking good questions“ and „good communication“.

Participant profile

Employees (Management and Expert personnel) who

- have to run/manage internal or inter-departmental meetings/workshops as facilitators
- want or have to integrate dialogue phases in (customer) presentations
- want to run all kinds of professional events more effectively by involving the group.

Prerequisites

Experience in facilitation is not required for participation in this course. You need to bring along one of your past or future moderation sequences, or a so far non-moderated event which you wish to design and plan with the new methods.

Topics

- Stimulating and structuring working process and motivating for participation (Involvement)
- Coordinating knowledge and experience of group (members) (knowledge transfer)
- Standard process of a workshop sequence, running a (mini) workshop, setting objectives
- Collecting problems and ideas, sorting, prioritizing and making them manageable
- Finding, assessing and defining solutions
- Applying Metaplan technique (pin board and cards) efficiently and effectively
- Making group processes, disturbances and latent/hidden conflicts visible and manageable
- Dealing with difficult situations and participants

Course type

This is a face-to-face class room training with min. 6 and max. 8 participants.

Learning methods and tools

The course is to a large extent designed as a workshop; topics are developed and tested together. The participants' own moderation sequences are discussed, evaluated and optimized. The thematic priorities depend on the composition of the group, their questions and their experience.

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

3 days