The use of facilitation is an increasingly important part of business life, since a collaborative approach to working is widely recognised as the most effective way to make decisions, capture requirements, plan projects and gain consensus.

The focus is on a team-based approach, with the right people and skills being brought together to produce high quality outputs in a short time. In order to do this successfully, a trained facilitator is essential.

WORKSHOP FACILITATION TECHNIQUES

This course is designed to explore the rich communication skills and techniques required to successfully facilitate workshops and meetings in a business context. Interactive theory and practical sessions engage delegates in a variety of realistic scenarios. From ice breakers and energisers to handling difficult people and situations, this course is the ideal choice to discover and develop new facilitation skills.

Course Objectives

*This course will enable delegates to:*

- Facilitate workshops
- Choose techniques to improve the effectiveness of workshops
- Understand and handle difficult people and situations
- Understand their own impact and effect on a workshop
- Find materials and networks to further develop their learning and skills as a facilitator

Who Should Attend

*Those who are likely to be involved in facilitation, including:*

- Project Managers
- Team Leaders
- Business Analysts
- Systems Analysts
- Facilitators requiring a refresher for their skills and exposure to new ideas and techniques
- Those wishing to improve their effectiveness at running workshops and business meetings

Course Duration: 2 days

Course Code: WFT

Practical Work

The course includes a significant amount of practical facilitation work. Delegate numbers are kept small to provide an environment which is supportive and constructive.

Detailed Course Content

**Manage the Event**
What is a facilitator
What does the facilitator manage
What is a workshop
NLP and well-formed outcomes
Planning the workshop
Checklist for success

**Manage the Process**
What happens in workshops
Choosing appropriate decision making techniques
Techniques for managing the process
Force field analysis
Ishikawa diagram
Gap analysis

**Manage Groups & Individuals**
Self awareness
Group dynamics
Difficult people and situations
Techniques for managing dynamics

**Paradigm Preserving, Stretching and Breaking**
Group stages
Group maturity levels
Techniques for different levels and stages
Icebreakers and energisers

(continued overleaf)

Pre-requisites and evening study

There are no pre-requisites for the course. There is some informal work on the first evening, where delegates choose a technique to practice and prepare a workshop for the following day.
Detailed Course Content (continued)

Completing the Process
Support organisations
Tools
Networks
Qualifications

Evening Study
Preparing a workshop

More Information
If you would like to discuss anything further, please email us at contact@tcc-net.com
For upcoming dates on our public schedule and prices, please visit our website at www.tcc-net.com
If you have four or more people to train and would like this course run in-house, please call us for further details.

Related TCC Training Courses

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