

Facilitating at Meetings

INTRODUCTION

This programme is designed for individuals who have attended Making Meetings More Effective or have a wide experience of attending/running meetings. The course looks at meeting facilitation, influencing, managing group behaviour within meetings and how these skills can be utilised to achieve the required results

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Demonstrated** their understanding of the role, skills and behaviours appropriate to effective group facilitation and discussion leading
- **Recognised** the relative impact of verbal and non-verbal behaviours
- **Facilitated** open discussion by advanced listening, questioning and summarising skills
- **Examined** ways of exercising influence in groups and identified their own favoured style
- **Discussed** and examined ways of dealing with individual and group behaviour, conflict and awkward participants
- **Reviewed** team roles and their impact on outcomes
- **Used** participants techniques through the use of discussion leading and the management of a group towards the achievement of specific objectives
- **Demonstrated** their understanding (through discussion and behaviour) of the role of the leader and the participant in a meeting
- **Participated** or led a meeting with the purpose of decision making, problem solving, information sharing or idea generations

COURSE CONTENTS

The Skills of the Meeting Facilitator

Defining the role
Identifying the skills

Influencing

Habit/emotion/logic
Self-score questionnaire
Positive and Assertive communication

Self-Awareness and Team Behaviour

Behaviour in groups
Impact of individual behaviour on group effectiveness
Role of expectations and their impact on behaviour

Essential Facilitation Skills

Communication as a key tool
Questioning and listening
Summarising
Giving and receiving feedback
Information sharing

Managing Group Behaviour

Encouraging participation
Techniques to build involvement and commitment
Dealing with challenging situations
Handling disagreement/conflict
Dealing with awkward team members
Managing group interactions and contributions

Facilitation in Action

Generating and using team creativity
Managing decision making in groups
Gaining group consensus

Personal Development Action Plan

COURSE DURATION: 1 Day Course

www.oaktree-training.co.uk

