

# 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](http://www.oaktree-training.co.uk)

