

# THE EFFECTIVE FACILITATOR

Learn the proven facilitation process and techniques that generate powerful group results!

## WHY IT WORKS:

Unlike other facilitation courses, The Effective Facilitator devotes 80% of its curriculum to learning and practicing the group techniques that separate *great* facilitators from good ones. This course focuses on critical skills such as consensus building, keeping the group focused, generating energy, managing dysfunction, and gaining agreement. Our branded approach to training, the Practical, Dynamic, Interactive (PDI) Difference, ensures results – **Practical** techniques that can be immediately applied, **Dynamic**, high energy instructors, and **Interactive** exercises and practice sessions. To date, over 95% of attendees have rated this course as THE BEST or ONE OF THE BEST courses they've ever taken!

## LEARN HOW TO:

- Get groups to develop and agree upon workable, realistic plans or solutions to issues.
- Create a vision that motivates people to action.
- Engage groups in developing solutions and generate ownership that leads to results.
- Utilize a comprehensive approach used by top facilitators – from getting a session started, to focusing the group, to managing dysfunction, to closing the session
- ... And much more!

## IDEAL FOR:

Managers  
 Executives  
 Facilitators  
 Trainers  
 Consultants  
 Sales  
 Professionals  
 Analysts

## WHO NEED TO:

Lead a task force  
 Establish a strategic direction  
 Run better meetings  
 Get a business process operating efficiently  
 Establish performance objectives  
 Work through conflict/internal strife  
 Define the specific needs of a user community

## DURATION:

4 Days (A 3-day streamlined version of this course is also available.)

## OBJECTIVES:

- Define the role of a facilitator
- Identify the key facilitation principles
- Describe the best practices related to each principle
- Provide students with facilitation practice and performance feedback

## AGENDA

### DAY 1

Getting Started  
 Facilitation Process  
 Principles Overview  
 Information Gathering  
**Exercise #1:**  
**Questioning**  
 Preparing  
 Starting  
 Review

### DAY 2

Review  
**Exercise #2:**  
**Starting**  
 Focusing  
 Power of the Pen  
**Exercise #3:**  
**Using the Pen**  
 Dysfunction  
**Exercise #4:**  
**Dysfunction**  
 Review

### DAY 3

Review  
 Consensus  
 Energy  
 Closing  
**Exercise #5:**  
**Consensus**  
 Agenda Setting  
 Agenda Models  
 Session Preparation  
 Review

### DAY 4

Setup  
**Exercise #6:**  
**Facilitated Sessions**  
 Review/Close

## WHY THIS COURSE?

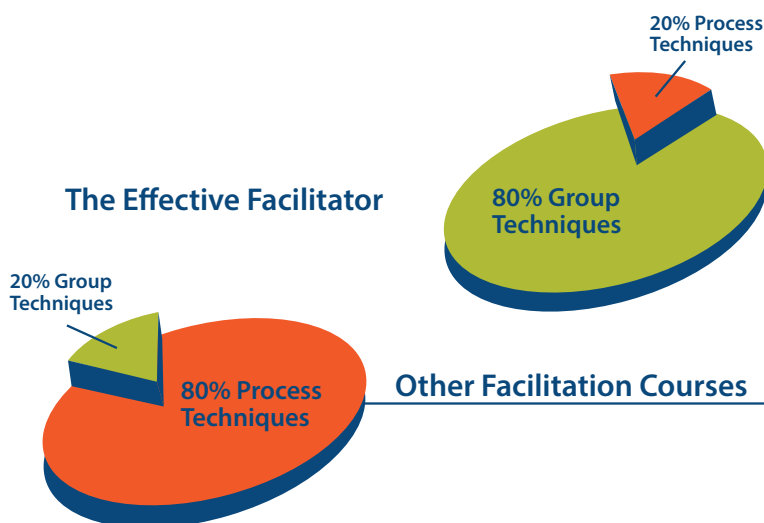
How do you get groups to develop workable, realistic solutions? Our flagship course delivers the tools and techniques you can use immediately! We show you how to motivate a group, build consensus, manage dysfunction, maintain focus, generate ownership and inspire action.

No facilitation class offers you more!

- Workbook covering the 10 principles, over 100 techniques
- 10 detailed agenda models
- 6 practice sessions
- Video-recorded practice (if requested)
- 62-page exercise packet with sample case studies
- Spring Forward - a 60-day check-in to confirm your progress
- The Maximizer – a monthly refresher on the course techniques
- *The Secrets of Facilitation 2nd ed.* – THE industry guide written by our CEO, Michael Wilkinson

## WHAT SEPARATES THE EFFECTIVE FACILITATOR FROM OTHER FACILITATION COURSES?

At Leadership Strategies we believe that what differentiates effective facilitators from others is not their understanding of problem-solving processes, strategic planning, and other process techniques. It is their expertise in group techniques – inspiring action, probing for clarity, managing dysfunction and building consensus and commitment- that makes them truly effective at achieving results. While other facilitation courses devote only 20% of their time to group techniques, The Effective Facilitator devotes 80% of its curriculum to learning and practicing group techniques.



## WHAT IS COVERED?

The 10 Principles provide a highly-structured framework for guiding the facilitator – from preparing for a successful session, through achieving buy-in and commitment, to session wrap up and close.

The course's depth is in the "how-tos":

- The course doesn't just tell you to "prepare for the session." Instead, it gives you the specific steps of whom to talk with, what to talk about, and what to do with what you hear.
- Realizing that simply telling you to "get the session started" is far from enough, the workbook details what to say in your opening words, what to do (and not do) with your voice and body, how to warm up the group so that you don't get complete silence when you ask the first question.
- Rather than just defining consensus, it recommends specific methods for establishing a consensus-focused approach from the start of the session. Additionally, the course describes five alternative strategies for resolving disagreements that occur.
- The course doesn't just discuss "open-ended" and "closed-ended" questions. The course identifies nine different question types and gives you specific methods for probing for clarity, challenging questionable suggestions, and floating ideas that might have been overlooked.