



Language of instruction

English – French

Program Dates

To be defined

Duration

2 Days

Program fee

€ 8 000,00 + VAT for 12 persons
+ travel & venue expenses

Facilitator

[Christine MORLET](#)

Location

To be defined

Registration

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Objectives

- The key factors to consider in setting up a team or in understanding how the team is operating
- How to diagnose what is happening in a group and what to do about it
- The impact of the stages of team development and the leadership required in each stage
- The process of meeting management - Decision-making tools and techniques - Dealing with challenging behaviors
- Fostering participation from team members
- Individual learning styles and their impact on group functioning
- Additional facilitation tools and techniques

Program

• **Understanding facilitation**

What it is that facilitators do (and don't do), defining the core practices, focusing on questioning techniques, testing your own skill level as a facilitator, importance of wording (particularly with respect to flip charts and other presentation technologies).

• **Overall meeting management**

The role of chairman versus facilitator, what makes effective meetings, facilitating teleconferences, using process checklists, meeting effectiveness surveys.

• **The seven stages of facilitation**

Assessment - Refinement - Preparation - Start-up - Execution - Close-down - Follow-up

Team and group dynamics

- The differences between groups and teams, what makes an effective team, the four stages of team development, measuring team effectiveness.

Generating interaction

- Setting ground rules, removing barriers, getting buy-in, managing leaders, promoting effective behavior, impact of cultural differences, different types of conversation, choices in decision makings.

Dealing with disagreement

- Difference between argument and debate, critical steps of dealing with emotions and resolving conflict, use of commentary and 'feed-forward' versus feedback.

Facilitation tools

- The importance of tools and where they fit in the overall facilitation process, creating a useful vision, using surveys, different types of analysis (gap, root-cause, force field, etc.), multi-person voting, effective listening, brainstorming, decision grids, priority setting.

Target Population : Anyone who organize meetings and trainings on regular basis

Prerequisites : organize meetings on regular basis - have a laptop

Competency Developed

Creating an interactive, question friendly atmosphere. Know the meeting management process

Further Learning Opportunities : PowerPoint with Impact - Executive Presentation Skills & Public Speaking Skills Coaching