



# Transforming technical experts into meeting leaders

## *Customized facilitation training/coaching workshop for project managers and technical experts*

- Are clients leaving your meetings confused, frustrated or unsatisfied?
- Do you sometimes let agendas and discussions spin out of control?
- Having a hard time planning realistic agendas that meet your clients' objectives?

### *Intended audience:*

If you are a project manager or technical consultant who spends more and more face time with clients and feeling less in control of the outcome, this workshop may be for you. The skills, techniques and tools you'll learn in this action-packed session will "stick" best if you come with another member of your team. Since the course is designed to prepare you for real-life customer meetings, those with active clients will derive the most benefit.

### *Design and delivery:*

Each day-long workshop is delivered at the client's site. We customize each learning experience based on a host of variables, such as roles, nature of services, client types, and business models of our clients. Simple prework is required to make the best use of workshop time, including the selection of an actual customer meeting that will be the topic of our videotaped simulations. Each participant will receive a CD-ROM full of customizable tools, templates and actual examples.

### *Topics:*

- Importance of ground rules
- Clarifying facilitator roles
- Establishing objectives and setting clear expectations
- Creating a realistic agenda to meet client goals
- Engaging your audience through creative questions, active listening and energizing activities
- Simulating real-life client meetings with debrief and retakes
- Overcoming resistance and handling problem participants
- Wrapping up and action planning

Please contact us for more information, including pricing.

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