



Facilitation: *From Good to Great at-a-glance*

This two-day workshop provides participants with the opportunity to become superb facilitators. Participants who have some facilitation experience or training will gain the most benefits. The participant guide includes a CD-ROM with customizable templates and examples.

This newly updated workshop explores the differences between face-to-face and remote facilitation, and provides guidelines, tips and techniques for both. The importance of excellent preparation, clear objectives and expectations, and developing winning interventions for common facilitation challenges are special areas of focus. Clients can choose the modules most important to meet the unique needs of their organization.

Day One – Planning and Design	Day Two – Leading the Session
<ul style="list-style-type: none"> • Setting objectives, making introductions, setting ground rules, creating the agenda. • Defining key roles of facilitator, including preparation, on-site and follow-up. Examines implications for both internal and external facilitator roles. • Exploring the differences between planning and running face-to-face and virtual sessions, and determining which method works best, and why. Group discussion using a variety of scenarios. • Coaching participants and preparing sponsors. Includes guidelines for when, who and how to coach. Large-group discussion and small-group role-plays. • Tips and techniques for developing contracts, designing sessions, and site preparation. Covers both face-to-face and virtual facilitation. • Customizable case studies and recommended interventions, including small-group discussions and large-group report-outs. 	<ul style="list-style-type: none"> • Handling difficult participants and sponsors, including role-plays and group discussion about recommended approaches. Fast-paced small-group activity and large-group debrief. • Managing the documentation covers pre-, during and post-workshop. • Facilitating virtual meetings includes managing multitasking, keeping people on track, tools and technology. • Facilitating innovative thinking, including ideal conditions, choosing the best techniques, ground rules, and icebreakers and energizers. Large-group discussion, demonstration and idea exchange. • Facilitator networking, marketing and self-promotion. • Quick tips for hot topics. Uses “graffiti gallery” to share and synthesize ideas. • References and resources, including books and tools, publications, and Internet sites.