

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

This one- to two-day onsite workshop provides participants with the opportunity to become superb facilitators. Participants who have some facilitation experience or training will benefit the most.

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. Who knew that managing difficult participants could actually be fun?!

Each workshop is customized for the needs of each client organization, including the creation of new scenarios and case studies most pertinent to each group. A rich participant reference guide provides dozens of tips that can be applied long after the workshop ends.

Day One	Day Two
<ul style="list-style-type: none"> • Guidelines for planning and managing face-to-face and virtual sessions, and when which method works best, and why. Group discussion using a variety of scenarios • Roles of facilitator, including preparation, on-site and follow-up. Explores differences between internal and external facilitator roles. Large-group discussion and exercises • 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 • Relevant case studies and recommended interventions, including small-group discussions and large-group report-outs • Quick tips for follow-up activities, for facilitator, sponsor and participants. Uses "graffiti gallery" concept to share and synthesize ideas 	<ul style="list-style-type: none"> • Handling difficult participants and sponsors, including role-plays and group discussion about recommended approaches • Managing the documentation covers pre-, during and post-workshop. Includes exploration of best use of technology for capturing and disseminating documentation, role of facilitator, use of flipcharts and ownership of results • Real-time clinic to address participants' current facilitation challenges • Facilitating innovative thinking, including problem definition, ideal conditions, choosing the best techniques, ground rules for brainstorming, and icebreakers and energizers. Large-group discussion, demonstration and idea exchange • Going from good to great covers importance of networking, marketing and self-promotion • References and resources, including books and tools, associations, publications, and Internet sites