

Art of Facilitation

This program provides participants with tools and techniques for effectively facilitating, whether in one-on-one, group meetings, or large group functions.

Program Content:

Introduction

- Interaction

Facilitator Movements – Nonverbal Communications

Verbal Communication

- Facilitator Communication Guidelines
- Do's and Don'ts

How to Ask and Respond to Questions

Keeping Meetings on Track as the Facilitator

- Time Out
- As the Facilitator

Meeting Formula

- How to Get Productivity Out of Each Meeting

Visual Aids and How to Use Them

- Flip Charts, Overheads, PowerPoint
- Room Set Up

Methods to Enhance Meetings

- Eighteen Steps to a Better Meeting
- Brainstorming
- Workshops
- Games and Activities

Handling Problem Situations

- The Importance of Eye Contact
- Controlling Interruptions or Noise
- Making Everyone Feel Comfortable
- Conflict – Yes or No
- Getting Feedback as a Facilitator

Samples and Examples

- Sample Meeting Evaluation
- Examples of Questions for Feedback

One on One Interactions

- Reasons for a One on One
- Making One on One Meetings Effective