



## Communications & Conflict Series Group Facilitation Skills

### Summary

This workshop prepares participants to successfully facilitate any team meeting or program they might be asked to facilitate. Participants learn time-tested skills and techniques for managing behaviors within a meeting or program, learning methods of prevention and intervention during conflict situation, and effective listening skills and feedback. All of this will be provided via HPL's tested and proven facilitation skills, tools, techniques, exercises and practical experiences.

### Who Should Attend

All managers and employees who are responsible for scheduling and conducting meetings or programs.

### Structure

This one-day workshop is divided into six parts:

1. **The Role of a Facilitator when Conducting a Meeting/Program:** Review some of the key responsibilities of a facilitator and some of the “do’s and don’ts” of facilitation.
2. **Effective Communication skills:** Includes a review and practice of listening, questioning and clarifying skills for all meetings and programs.
3. **Structuring a Meeting:** In this section we will address what needs to be done to plan, conduct, and follow up a meeting.
4. **Facilitation Tools and Techniques:** Each stage of a meeting, from the planning to the follow-up, requires a variety of specialized facilitation tools and techniques to ensure success. In this section we will provide training, examples, and practice in using tools and techniques, such as: the meeting agenda, brainstorming, multi-voting, selection grid, contingency diagram, force-field analysis, meeting minutes, and action planning, just to name a few.
5. **Simulation Meeting Exercise:** Each participant will lead a portion of a “real” meeting, using the appropriate facilitation skills and tools. The HPL Consultant, along with the group, will provide feedback to each participant.
6. **Managing Disruptive Behaviors:** When individual behaviors interfere in the team’s progress, it is often the facilitator’s job to address and manage the problem. In this section we will describe different types of disruptive behaviors, what may be causing them, and identify clear, simple ways of dealing with each type of problematic behavior.

The workshop will conclude with an Action Planning activity where each participant will prepare to facilitate an upcoming meeting or improvement session. Participants will also have an opportunity to address any remaining questions they have.