

# Facilitation and Implementation

## ADVANCED FACILITATOR TRAINING

*for managers, team  
leaders, and facilitators*

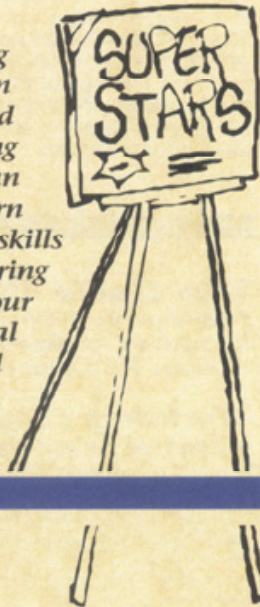
### For application to:

- Real life management responsibilities
- Performance improvement
- Team problem solving



1 or 2 days of workshop  
1 day of practice

*Involving  
employees in  
decisions and  
problem solving  
takes more than an  
invitation. Learn  
how facilitating skills  
can help you bring  
out the best in your  
cross-functional  
and natural  
work teams.*



### Objectives

**Teamwork** – Experienced facilitators know that pulling value-added output from a natural or cross-functional takes a lot more than tools and time. Master facilitators know how to work a group, know when to move on, and know when to allow the group to free fall into discussion. Fine-tuning facilitating skills can make the difference between failure and success, between anxiety and comfort. At the close, participants will be able to:

- Manage a natural work team or cross-functional team using group process skills and facilitating technique;
- Operationalize a proactive, empowered leadership style using advanced facilitation skills;
- Practice facilitating skills in a safe environment with feedback (what was done well and, specifically, how improvements could be made);
- Plan for real life: Acknowledge and pursue personal improvement opportunities & plans.

### Program Content

**Day 1** • Burning issues • Performance improvement action path: problem solving, problem prevention, break-through • Mastering skills • Quickie tool review

- Issue clarification
- Data collection & analysis
- Questions/communication
- Contingency action plan
- Force-field analysis
- Others as requested
- Process flowcharting
- Cost-benefit analysis
- Indicator design
- Indicator monitoring
- Criteria grid

Fine-tuning teams • Empowerment: Earned, authentic, and appropriate autonomy and responsibility • Frequent problems with team work • Fine tuning group process skills • Working a group • Neutrality • Communication strategies • Master facilitating approaches • Finding comfort in front of a group.

**Day 2** • Practice facilitating sessions: Crisp openings, group involvement, consensus building, closure, and transitions • Improvement feedback • Managing meetings • Handling problem situations/people • Implementation plans • Using facilitation to manage change and minimize resistance and conflict.