

## Facilitating Successful Meetings and Business Discussions

Workshop Course 905 • 3 Days



### You Will Learn How To:

- Facilitate goal-oriented results through planning, collaboration and consensus
- Maintain facilitative focus by adopting the right frame of mind
- Create a targeted agenda to make meetings productive
- Start up, manage and close effective meetings
- Resolve disagreement using a range of consensus-building techniques



### Workshop Experience Includes:

- Facilitating to consensus • Planning a facilitated meeting
- Asking the right pre-meeting questions
- Creating empathy through active listening
- Identifying disagreement levels and applying consensus tools
- Resolving problem attendee behaviors

**Who Should Attend:** Managers, supervisors, project managers, business analysts and others who want to improve team performance and solve business problems as well as anyone who has to run meetings.

## Course Content ► Workshop Course 905 • 3 Days

### Introduction

- Defining where facilitation works
- Focusing on outcomes and objectives
- Overcoming common obstacles to effective facilitation

### Developing Self-Awareness

#### The centered facilitator

- Assessing facilitative styles
- Achieving coherence: reducing physiological stress
- Keeping yourself in a positive mindset
- Cultivating bidirectional trust

#### Overcoming reluctance to facilitate

- Reducing facilitative stress using biofeedback
- Applying techniques to develop emotional neutrality
- Common causes of meeting tension
- Mitigating unconscious reactions
- Remaining focused and centered when the group isn't

### Planning a Facilitated Meeting

#### Identifying critical success factors

- Stages of team development
- Defining participant roles and responsibilities
- Collecting data beforehand for a successful outcome
- Setting the stage for a neutral approach
- Controlling the flow, not the content

#### Developing your meeting agenda

- Preparing for different types of meetings
- Interviewing stakeholders
- Applying critical planning and analysis techniques
- Predicting potential meeting dysfunction

### Facilitating the Meeting

#### Opening and closing: a key to great meetings

- Making an assertive start
- Establishing ground rules
- Transitioning to meeting objectives
- Achieving the meeting outcomes
- Closing at the appropriate juncture

#### Active listening

- Managing individual and group emotions
- Listening for emotional content
- Restating and reframing for clarity
- Turning active listening into facilitative questions

#### Facilitative questioning techniques

- Creating a great starting question
- Guiding meeting context through questions
- Progressing from indirect to direct inquiries
- Crafting questions that adjust attitude

### Facilitating to Consensus

#### Building consensus

- Consensus vs. agreement
- Moving from simple- to super-majority consensus
- Accelerating the process through the five-finger consensus
- Recognizing when consensus can fail

#### Tools to maintain and build consensus

- Clarifying communication with the Delineation Tool
- Identifying strengths and weaknesses of participant viewpoints
- Synthesizing the best solution

### Advanced Facilitative Techniques

#### Creating a highly productive climate

- Identifying passive indicators
- Managing aggressive behaviors
- Ensuring assertive balance
- Finding your continuum position

#### Dealing with difficult people

- Analyzing the true source of dysfunction
- Surfacing group dysfunction
- Resolving problem attendee behavior
- Quantifying the typical dysfunctional behaviors

#### Creating Your Action Plan for Facilitation

- Closing and completing the facilitative cycle
- Implementing checklists to support complete and timely follow-up
- Exponentially increasing personal facilitative success
- Developing a personal facilitative action plan

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