



Facilitating Great Meetings

This eight-hour course, *Facilitating Great Meetings*, helps participants improve their facilitation and meeting skills. Tools are provided to increase overall meeting effectiveness. Participants have a chance to practice using a variety of meeting and facilitation tools and processes. A range of situations are used to create realistic facilitation opportunities.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining small group activities and discussions with relevant meeting theory to make a rich and engaging learning environment to:

- Evaluate your meeting facilitation skills
- List the 4 types of meetings and identify the purpose of each one
- Describe the key roles and responsibilities of a meeting facilitator
- Use various meeting management and facilitation tools and techniques
- Explore how to manage difficult meeting situations

COURSE CONTENT:

Using Group Norms: theory behind and guidelines for creating effective group and meeting norms

Facilitation: various roles and responsibilities of a meeting facilitator

Meeting Facilitator Skills Assessment: self-evaluation of 25 facilitator skills

Introduction Activities: practice using introduction activities

Different Types of Meetings: differentiate between Information, Problem Solving, Decision-making and Motivational meetings

Group Task and Process Functions: learn how to reinforce and effectively use both task and process functions, e.g. summarizing, agreement testing, gate keeping and harmonizing

Contracting: learn and practice using questions to clearly contract for a facilitation role

Ladder of Interventions: learn the 6 levels of intervention

Diagnosing Problems in Meetings: review common meeting challenges and possible interventions

Cost of Meetings: learn how to calculate the cost of meetings

Meeting Tools: review and use tools in planning how to improve