

Effective Facilitation Skills / Leading Productive Meetings

Course Code: 1435

Course Duration: 1 day

If you're leading a project or a member of a project team, you know there are plenty of meetings: kick off meetings, design sessions, status meetings, executive sponsor meetings, and the list goes on. How often have you wasted time sitting through meetings where nothing was accomplished? Even worse, how often have you called a meeting only to have the agenda hijacked and watched as it spiraled away from you? If you want to improve your skills in leading productive, efficient meetings, this class is for you! The class will emphasize hands-on exercises where you can practice communicating and facilitating meetings.

Course Description: This class is designed to provide a foundation in managing meetings. The course covers several aspects of meeting management from facilitation and communication to problem solving and conflict management.

Topics List:

- The facilitator's role
- Successful communication
- Successful negotiation
- Negotiation steps
- Decision making steps
- Managing meetings
- Problem solving techniques
- Unlocking creativity
- Active listening
- Managing conflict

Outline

1. Introduction to Facilitation
 - a. Define facilitation
 - b. Explain the roles and responsibilities of facilitators
 - c. Introduce the concepts of *content versus process*
2. Communications and Negotiations
 - a. Explain the relationship between communications and negotiations
 - b. Outline a "principled" approach to negotiations
3. Problem Analysis and Decision Making
 - a. Explain the steps of analysis and decision
 - b. Describe the sources of error in decision making
 - c. Illustrate how to make high-quality decisions
4. Meeting Leadership
 - a. Outline ingredients of successful meetings
 - b. Describe the roles that facilitators play in meeting management
 - c. Explain how leadership contributes to meeting success

5. Imposing Creativity
 - a. Describe the factors that contribute to creative thought
 - b. Explain the role of brainstorming
 - c. Apply techniques that introduce creativity into decision making processes
6. Dealing with Conflict
 - a. Outline the characteristics of difficult people
 - b. Describe effects of dealing with difficult personalities
 - c. Introduce guidelines for interacting with difficult people

Who Should Attend: Project managers, team leaders, functional leaders, technical specialists, subject matter experts, trainers, event planners, project leads.