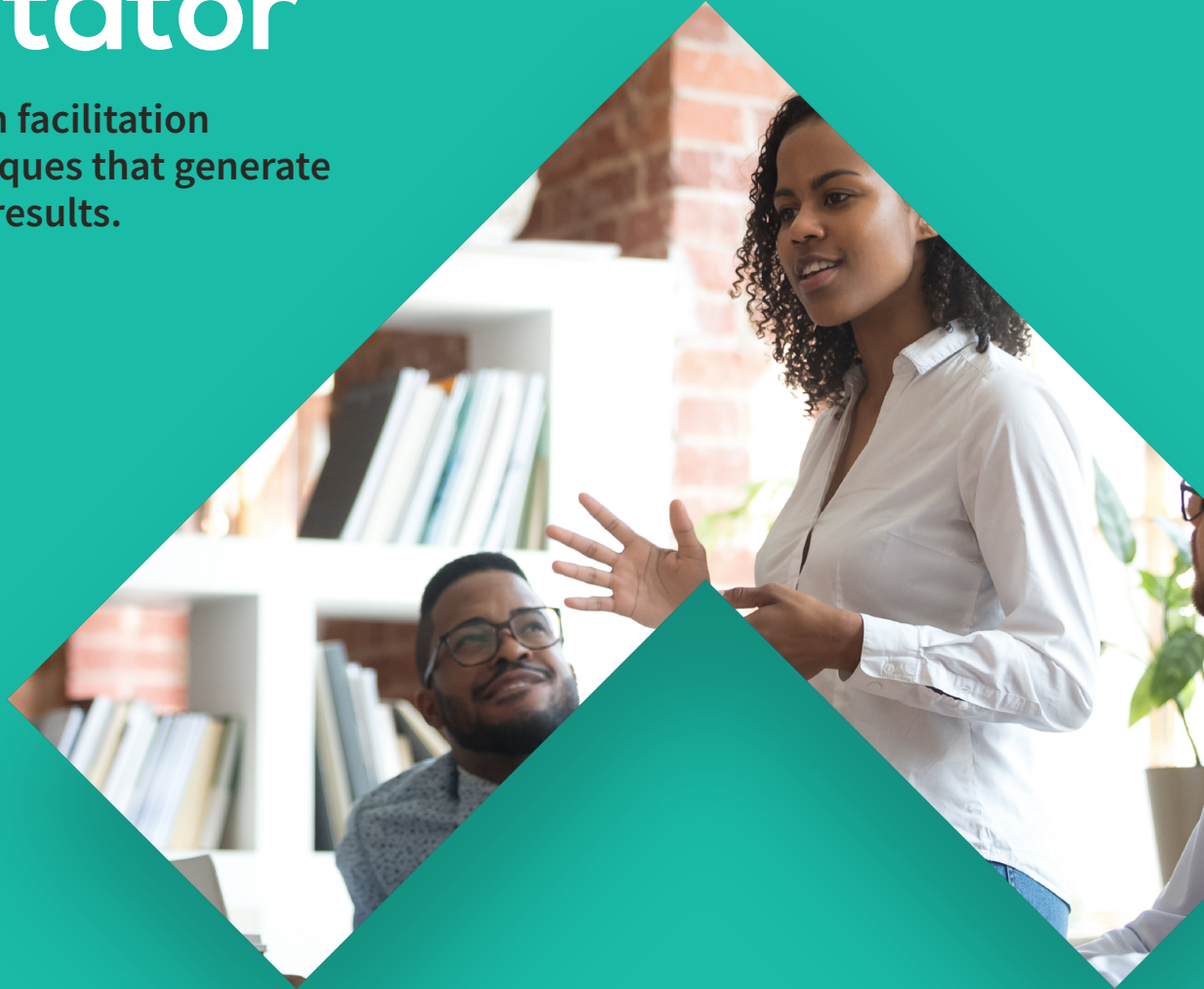


COURSE DESCRIPTION

# The Effective Facilitator

Learn the proven facilitation process & techniques that generate powerful group results.



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## Why it Works

Unlike other facilitation courses, The Effective Facilitator devotes 80% of its curriculum to learning and practicing the group techniques that separate great facilitators from good ones. This course focuses on critical skills, such as consensus building, keeping the group focused, generating energy, managing dysfunction, and gaining agreement. Our proprietary approach to training: the Practical, Dynamic, Interactive (PDI) Difference ensures results.

— Practical techniques that can be immediately applied; Dynamic, high energy instructors; and Interactive exercises and practice sessions. To date, over 95% of attendees have rated this course as THE BEST or ONE OF THE BEST courses they've ever taken!

## Learn How To

- Get groups to develop and agree upon workable, realistic plans or solutions to issues.
- Create a vision that motivates people to action.
- Engage groups in developing solutions and generate ownership that leads to results.
- Utilize a comprehensive approach used by top facilitators– from getting a session started, to focusing the group, to managing dysfunction, to closing the session.
- And much more!

## AGENDA

### Day 1

- Getting Started
- Facilitation Process
- Principles Overview
- Information Gathering
- **Exercise #1: Questioning**
- Preparing
- Starting
- Review

### Day 2

- Review
- **Exercise #2: Starting**
- Focusing
- Power of the Pen
- **Exercise #3: Using the Pen**
- Dysfunction
- **Exercise #4: Dysfunction**
- Review

### Day 3

- Review
- Consensus
- Energy
- Closing
- **Exercise #5: Consensus**
- Agenda Setting
- Agenda Models
- Session Preparation
- Review

### Day 4

- Setup
- **Exercise #6: Facilitated Sessions**
- Review/Close

## Ideal For

**Managers/Executives/Facilitators/Trainers/Consultants/Sales Professionals/Analysts**

## Who Needs to

- Lead a task force
- Establish a strategic direction
- Run better meetings
- Get a business process operating efficiently
- Establish performance objectives
- Work through conflict/internal strife
- Define the specific needs of a user community

## Duration

Four Days (A three-day streamlined version of this course, which removes the Facilitated Sessions exercise and related videotaping, is also available.)

## Objectives

- Define the role of a facilitator
- Identify the key facilitation principles
- Describe the best practices related to each principle
- Provide students with facilitation practice and performance feedback

## Why This Course?

How do you get groups to develop workable, realistic solutions? Our flagship course delivers the tools and techniques you can use immediately! We show you how to motivate a group, build consensus, manage dysfunction, maintain focus, generate ownership and inspire action.

### No facilitation class offers you more!

- Workbook covering the 10 principles of The Facilitator's Methodology™, and over 100 techniques
- 10 detailed agenda models
- 6 practice sessions
- Video-recorded practice (if requested)
- 62-page exercise packet with sample case studies
- Spring Forward — a 60-day check-in to confirm your progress
- The Maximizer — a monthly article focusing on one or two of the course techniques you learned
- The Refresher — a free monthly webinar reviewing one of the principles each month with plenty of time for questions and for participants to share their facilitation challenges and successes
- The Secrets of Facilitation 2nd ed. — THE industry guide written by our founder, Michael Wilkinson

## What Separates The Effective Facilitator from Other Facilitation Courses?

At Leadership Strategies, we believe that what differentiates effective facilitators from others is not their understanding of problem-solving processes, strategic planning, and other process techniques. Rather, it is their expertise in group techniques — inspiring action, probing for clarity, managing dysfunction, and building consensus and commitment — that makes a facilitator truly effective at achieving results. While other facilitation courses devote only 20% of their time to group techniques, *The Effective Facilitator* devotes 80% of its curriculum to learning and practicing group techniques. commitment, to session wrap up and close.

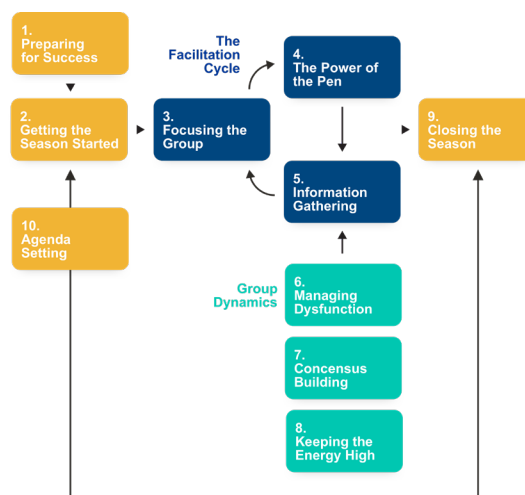
## What is Covered?

The 10 principles of The Facilitator's Methodology™ provide a highly-structured framework for guiding the facilitator — from preparing for a successful session, through achieving buy in and commitment, to session wrap up and close.

### The course's depth is in the “how-tos”:

- The course doesn't just tell you to “prepare for the session.” Instead, it gives you the specific steps of whom to talk with, what to talk about, and what to do with what you hear.
- Realizing that simply telling you to “get the session started” is far from enough, the workbook details what to say in your opening words, what to do (and not do) with your voice and body, and how to warm up the group so that you don't get complete silence when you ask the first question.
- Rather than just defining consensus, it recommends specific methods for establishing a consensus-focused approach from the start of the session.
- Additionally, the course describes five alternative strategies for resolving disagreements that occur.
- The course doesn't just discuss “open-ended” and “closed-ended” questions. The course identifies nine different question types and gives you specific methods for probing for clarity, challenging questionable suggestions, and floating ideas that might have been overlooked.

## The Facilitator's Methodology



## Course Workbook

The Training Manual contains over 300 pages divided into three, color-coded sections:

1. The “White” section contains the ten principles and the corresponding techniques for each one. The instructor covers this material page by page during the class.
2. The “Blue” section contains sample detailed agendas for 10 common sessions such as program design and business process reengineering. A detailed agenda gives sample opening words, starting questions, examples, set-up instructions, chart formats, etc. They become a detailed road map for running a session. Past participants have commented that following the course, they use this section more than any other.
3. The “Gold” section contains the practice exercises and the forms to use during the practice session.

## Course Workbook Outline

I. Getting Started	II. The Facilitation Process	
<ul style="list-style-type: none"> <li>A. Course Objectives</li> <li>B. Facilitation Skills</li> <li>C. The Principles</li> <li>D. The Facilitator’s Methodology</li> <li>E. Facilitation Techniques</li> <li>F. Agenda</li> <li>G. Ground Rules</li> <li>H. Course Overview</li> <li>I. Excellence By Design</li> <li>J. Introductions</li> </ul>	<ul style="list-style-type: none"> <li>A. What Is a Facilitated Session?</li> <li>B. When Is Facilitation Appropriate?</li> <li>C. What Types of Sessions Might Be Facilitated?</li> <li>D. What Is the Facilitator’s Role?</li> <li>E. What Other Roles Exist?</li> </ul>	
Principle 1: Preparing for Success	Principle 2: Getting the Session Started	
<ul style="list-style-type: none"> <li>A. Interview the Sponsor</li> <li>B. Identify Key Roles in the Session</li> <li>C. Define the Purpose and Agenda</li> <li>D. Prepare Sample Deliverables</li> <li>E. Know the Process Cold</li> <li>F. Educate the Planning Team</li> <li>G. Prepare for the Hat Technique</li> <li>H. Interview the Participants</li> <li>I. Get Oriented on the Business Area</li> <li>J. Prepare the Room</li> <li>K. Prepare Your Opening</li> </ul>	<ul style="list-style-type: none"> <li>A. Set-up with 30 Minutes to Spare</li> <li>B. Optimize Your Set-up</li> <li>C. Utilize the Gathering Period</li> <li>D. Kick-off Promptly</li> <li>E. Set the Stage with Your Opening: I-E-E-I</li> <li>F. Memorize Your Opening</li> <li>G. Effectively Deliver</li> </ul>	
	<ul style="list-style-type: none"> <li>Your Opening</li> <li>H. Request Participants’ Objectives</li> <li>I. Review the Agenda</li> <li>J. Establish Ground Rules</li> <li>K. Define the Parking Boards</li> <li>L. Define Consensus</li> <li>M. Open “On the Fly”</li> </ul>	

## Course Workbook Outline

Principle 3: Focusing the Group	Principle 4: The Power of the Pen
<ul style="list-style-type: none"> <li>A. Set the Course with Checkpoints</li> <li>B. Restart with Extended Checkpoints</li> <li>C. Warm-up the Group</li> <li>D. Use Your PEDEQS</li> <li>E. Label Charts to Improve Focus</li> <li>F. Redirect Side Issues</li> <li>G. Use Extended Prompt Questions</li> <li>H. Summarize Results</li> <li>I. Be Conscious of Time</li> <li>J. Use Breakout Sessions</li> <li>K. Know When to Regroup</li> </ul>	<ul style="list-style-type: none"> <li>A. Write First; Discuss Second</li> <li>B. Write What Is Said</li> <li>C. Add Your Own Words Discriminately</li> <li>D. Ask; Don't Tell</li> <li>E. Write So the Group Can Read It</li> <li>F. Use Additive Editing</li> <li>G. Avoid Lulls While Writing</li> <li>H. Assign an Order to Your Speakers</li> <li>I. Use Multiple Flip Charts</li> <li>J. Employ the Right Recording Tool</li> <li>K. Post According to Your Wall Plan</li> </ul>

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