Facilitation Skills Workshop

Course Description

Facilitation skills are needed in every professional environment to create open dialogue and collaboration among stakeholders. Excellent facilitation drives value in organizations by helping stakeholders better communicate with each other. This facilitation skills workshop is designed for professionals working in project management, business analysis, traditional and agile development environments. A strong facilitator knows how to help other people articulate their opinions and perspectives, helps groups discuss conflicts productively, and helps teams design solutions to business problems. To facilitate means to "make easy". Being an excellent facilitator requires an understanding of human communication styles, a toolbox of techniques for working with diverse groups, and lots of practice.

This workshop leads students through the five essentials of effective facilitation: Purpose, Planning, Performance, Professionalism, and Practice. In a safe, positive environment each student will have the opportunity to lead group activities and team members will provide constructive feedback using a standard debrief process. Practice builds competence and confidence, improving students' performance immediately. When teams understand and utilize facilitation skills effectively, the group is more productive and reaches consensus more quickly resulting in high quality solution details and decisions.

Course Objectives

Upon completion of this course, students will be able to:

- Exhibit facilitation skills by practicing in a safe environment
- Evaluate facilitation behaviors and identify areas for improvement
- Design a plan for an effective group workshop
- Discriminate when and how to use new facilitation tools and techniques

Course Outline

Introduction

- What is facilitation?
- Why is facilitation useful?
- When is facilitation useful?
- The five essentials of facilitation: Performance, Purpose, Practice, Professionalism, and Planning

Performance: Facilitation Key Elements

- Session kickoff
  - Session purpose
  - Ground rules
- Neutral facilitation
- Active listening (verbal and non-verbal clues)
- Participant engagement
  - Ice Breakers
  - Face-to-face sessions
  - Virtual facilitation
- Session deliverables
- Session closing

Purpose: When is Facilitation Useful?

- Team charter development/team building
- Project initiation/scoping/kickoff
- Requirements elicitation and development
- Transition planning/change management
- Retrospectives/lessons learned

Duration & Units:
3 Days, 21 PDUs/Contact Hours

Level of Knowledge

Beginner   Intermediate   **Advanced**

Audience:

This advanced course is designed for senior managers, project managers and team members who have a fundamental understanding facilitation, project management and business analysis. This course is designed for new and experienced professionals looking to improve their facilitation and communication skills.

Course Benefits:

- Receive the Business Analysis Workbook and the Business Analysis Guide to the Body of Knowledge® (*BABOK®*)
- Create a plan for an effective group workshop
- Differentiate and use new facilitation tools and techniques
- Improve facilitation skills and practice managing participation

Course at-a-Glance:

- 3 Days, 21 PDUs/Contact Hours
- 8 am to 4 pm daily

Other Recommended Courses:

- Secrets of Dealing with Difficult Teams
- Developing High Impact Project Communications
- Eliciting and Modeling Requirements
- Handling Unrealistic Schedules

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Course Outline *(continued)*

Practice: Using Tools and Techniques

Commonly used tools and techniques
- Brainstorming and idea generation
- Scoping and kickoff
- Estimating
- Elicitation
- Process improvement
- New product design and development
- Prioritization
- Decision making
- Organizational readiness assessment

For each tool:
- When is each technique useful?
- How do you lead the activity?
- What is the output of the technique?

Professionalism: Dealing with Difficult Situations
- Establish and maintain a professional demeanor
- Establish a safe environment
- Maintain a positive tone
- Handle difficult participants
- Keep to the planned agenda
- Complete the agreed upon deliverable

Planning: Imagining the Session to Success
- Determine the need for a facilitation session
- Choose the right participants
- Decide on the deliverable of the facilitation
- Decide how you will facilitate (e.g. location, facilities, tools, techniques)
- Develop the agenda with time, tools, techniques, and tactics

Course Materials
Students will receive the following materials with the course attendance:
- Facilitation Skills Workshop Workbook
- The IIBA's *BABOK®* Guide
- QuickGuide reference sheets on purposes for facilitation, tools and techniques for facilitation; feedback sheet

*This course counts as credit towards an RMC Fellow's Certificate™ Prorgram designation.

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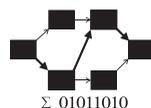
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