

Virtual Facilitation Training

Conducting Effective Meetings & Workshops

Description

3 Sessions

The Facilitation course is designed to help business analysts take their facilitation skills to the next level. In this virtual classroom live course, participants receive detailed quality feedback and facilitate two practice meetings. The course provides practice in interviewing and facilitation techniques needed for conducting effective meetings and workshops. The course focus is:

- Tips and techniques for conducting successful meetings and workshops
- Practical experience combined with hands on exercises for planning and conducting workshops and meetings
- Constructive feedback provided to the participants
- Practice techniques for handling difficult group dynamics and common behaviors

The objectives of the course are to:

- Provide practical exercises for: active listening skills; planning a workshop; building agendas for decision making; questioning techniques; consensus building and facilitation techniques for controlling difficult behaviors
- Give each course participant the opportunity to facilitate specific agendas for different types meetings and workshops
- Build upon the principles and techniques learned in course

Course Content

Day 1 am

Introduction

- Agenda, ground rules, materials and student introductions

Overview

- What is an effective workshop lead?
- What are the skills, qualities and traits needed to conduct an effective workshop and meeting?
- Creating an effective workshop environment

Facilitation skills

- Active Listening
- Questioning
- Neutrality
- Observation skills
 - Reading and interpreting body language
 - Responding to observed body language
- Appropriate response styles
- Exercise- Active Listening Skills
- How to handle difficult group behaviors
 - Motivation of difficult behaviors
 - Types of difficult behaviors- characteristics and what to do
- Presentation skills

Group Dynamics

- Phases of group dynamics
- Leadership styles
- Managing conflict
 - Reasons for conflict
 - Types of interventions
- Workshop problems (tips of what to do when things go wrong)
- Workshop set up and ground rules

Facilitator's Tool Kit

- Facilitation techniques
 - Brainstorming
 - Storyboarding
 - Interviewing
 - Kit reviews
 - Teleconferencing tips and techniques
 - Consensus building
 - Decision making techniques
- Ice Breakers
- Exercises- Facilitate a session using a decision making technique

Session 2

Building an agenda

- Steps for planning an agenda
- Exercise- Planning a meeting approach
- Preparation for the Short Meeting Facilitation Exercise

Exercise- Short Facilitation experience using a specific technique demonstrated in course

Meeting and Workshop Management

- Methodology
 - Preparation (checklists)
 - Workshop (set up, basic communication techniques, ground rules)
 - Follow-up (checklists)
- Workshop Roles and Responsibilities
 - Business Sponsor
 - Project Manager
 - Facilitator
 - Business SMEs
 - Business & Technical Experts
- Key components of a successful meeting and workshop

Facilitating for Business Process Improvement

- Business Process Improvement Techniques and Agendas
 - Business Process Flows- "as is" and "to be"
 - Exercise- Facilitating the high level "as is" business process flow using storyboarding
 - Process Mapping for Gap Analysis
 - Exercise- Facilitating focus groups for gap analysis using storyboarding

Session 3

Exercise- Facilitation Experience

- Using the case study provided in course, the participants will facilitate a workshop using different techniques taught in course.
- Each student creates an agenda and facilitates a workshop using the techniques learned in class. Workshop participants are given roles and real life behaviors to make the role playing more challenging.
- The participants are given individual feedback

Wrap up

Who Should Attend?

Individuals who need practice in conducting facilitated meetings and workshops. Those who will find this of value are: Business Analysts, Business Systems Analyst, Solutions Leads, JAD Facilitators, Project Managers, Technical Leads, Test Leads, Quality Assurance Analysts, SMEs, System Analysts, Architects, Developers and Designers.