

Facilitation Skills

Training

Context

Facilitation is a powerful tool that helps people reach better decisions in a faster timeframe and with higher levels of buy-in and commitment.

The use of a mediator ('Facilitator') will control the meeting process to arrive at a list of actions to be completed in order to achieve a desired result.

Facilitation skills can transform the way you hold meetings, do business, and keep you from wasting time on:

- Unproductive, unfocused meetings.
- Tedious planning sessions that aren't producing desired results.
- Group activities derailed by challenging participant behaviours.

Why Should I Attend?

If you have a role where you need to enable others to make the right decisions, then this half-day introductory course will be important for you.

This course will enable you to understand how to obtain maximum benefit from a working group of individuals in a limited timeframe, and how you can influence decisions to be made.

Our facilitation skills training combines the theory with the practical implementation to develop awareness, understanding and facilitation skills. We ensure that our courses lead to sustainable learning rather than one-off content exchange.

We measure our own training performance through Net Promoter Score (NPS). If we score lower than a 7 overall then you are entitled to you money back.

Presenters

Rakesh Sangani, Founder and Managing Partner, Proservartner (over 35 shared service centre and BPO set ups, lean practitioner and six sigma black belt)

Mark Saunders, Senior Partner, Proservartner Poland (former CFO, CPO and head of shared services and First Data)

What will we cover?

Facilitation skills scope:

- Understanding group members and being clear about objectives
- Setting a contract
- Maintaining control
- Focusing on development opportunities
- Identifying issues and encouraging participation
- Clarifying and dealing with problems
- Summarising
- Agreeing action
- Encouraging responsibility
- Distinguishing between process and content
- Keeping an overall picture
- Dealing with problems on the team
- Reviewing and evaluating

Agenda

13:00 – 13:30	Registration and Introductions
13:30 – 16:30	Content, Training and Facilitation
16:30 – 17:00	Questions and Close

Logistics

Time:	13:00 - 17:00
Date:	Thu, 18 Dec 2014
Venue:	Olivia Towers
Price:	Min. 100 PLN - All fees will be donated to charity