

A 3-day Facilitation Skills Development Course – *How to run a successful workshop*

Course Description

The aim of this course is to provide candidates with the skills to run a workshop and will include pragmatic tools within a methodology for managing the workshop design and delivery and includes the so-called 'soft' skills of facilitation.

Who Should Attend?

This course is beneficial to anyone within the organisation who is involved in managing groups of people within a workshop environment, be it a two-hour session or an event of several days duration such as a Kaizen Blitz (aka Rapid Improvement) workshop, Lean or Six Sigma project work or customer requirements capture.

Benefits to the Individual and Business

The delegates will gain the confidence to facilitate workshops with departmental and cross-functional groups of people, including people external to the organisation in order to deliver improvements to service and process provision leading to better customer satisfaction.

At the end of the course participants will be able to:

- prepare for a workshop – be *outcomes* focused; articulate the *purpose* of the event using a Quad of Aims; identify and manage the stakeholders; communicate with the stakeholders appropriately
- design the workshop to ensure it will deliver its purpose
- manage the flow of the workshop to an agreeable conclusion
- manage post-workshop follow-up and maintain post workshop momentum to closure.

Learning Approach

The learning approach is based on the Kolb learning cycle of *do-reflect-improve-do again, better*, with a significant proportion of the course set aside for exercises to reinforce the learning. Indeed, the course employs a number of small group exercises based on real workshop needs brought to the course by the delegates. A further course deliverable is therefore the production by the delegates of a real workshop design and plan.

The course will be highly interactive and will require candidates to be present throughout – their colleagues will be dependent upon everyone's participation.

For in-company customers, an optional add-on to the course is support of their delegates by BHW tutors in subsequent detailed planning and delivery of their first workshops.

Course Delivery

The course has been designed for minimum numbers of five and maximum of 15 delegates and can be delivered on site or at a suitable venue. With more than eight delegates, two trainers will be present to ensure quality feedback.

Course Structure

Introduction and Objectives of the Course

The role of a facilitator

- characteristics of a good facilitator
- when and where to use facilitation skills
- do's and don'ts of facilitation
- the importance of good facilitation – benefits to the stakeholders

Preparing for a workshop

- being *outcomes* focused
- articulating the *purpose* of the event using a Quad of Aims
- identifying and managing the stakeholders;
- communicating with the stakeholders appropriately

Designing the workshop to ensure it will deliver its purpose

- the workshop structure: a pragmatic methodology
- identifying the outputs that will lead to satisfactory *outcomes*
- identifying the required inputs
- building the workshop process
- identifying appropriate tools and energisers
- setting the workshop schedule

Managing the flow of the workshop

- opening the workshop – buy-in from the off!
- monitoring and guiding the flow towards the intended outcome – the monitor feedback loop
- using signposts/'hook 'n' eye' throughout
- using 'energisers' appropriately
- observing and managing the group's behaviour – body language, giving and receiving feedback; listening and questioning skills
- facilitating discussions and handling difficult situations
- tools that help the group explore the issues, create and select solutions
- bringing the workshop to a close: checking consensus; building a plan

Managing post-workshop follow-up and maintaining momentum

Close of course – possible support of delegates with their workshop design and delivery

Course Costs

The cost of delivering the course, excluding delivery tutor accommodation and expenses, but including all courseware is £4500 for groups up to eight delegates and £7500 for larger groups to 15 delegates. VAT will apply at the prevailing rate.

The course can be tailored to suit individual customer's needs. Further coaching post-course can be provided for additional cost.

More Information and Contact Details

For more information about the 3-day Facilitation Skills Development Course or any of our other Leading Change courses please contact **Stephen Walsh** on +44 (0) 777579 4472 or swalsh@burgehugheswalsh.co.uk.