One-Day Facilitation Skills Development Course

Outline of the One-Day ‘Facilitator Skills’ Development Course

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

The skills to run a workshop include pragmatic tools alongside a methodology and the so-called ‘soft’ skills of facilitation. The tools and associated 8Cs methodology are covered in a separate training course. The aim of this one-day course is to enable the candidates to confidently manage a workshop by equipping them with a set of skills for managing a group of people within a workshop environment.

Learning Outcomes – elements include:

- preparing for a workshop – facilitating the development of a Quad of Aims; managing the stakeholders; communication
- managing the flow of a workshop
  - opening the workshop
  - signposting/hook ‘n’ eye’
  - appropriate use of ‘energisers’
  - monitoring the flow towards the desired outcome
  - facilitating discussions and handling difficult situations
- Managing post-workshop follow-up and maintaining momentum
- Closing a project

Approximate Agenda:

09:00 Welcome, agenda and objectives of the course
  Introduction
  Starting a workshop – keeping out the hole
  Developing your opener - ‘the first 3 minutes’
  Preparation and practice of your opening

  Exercise in feedback and review
  Giving and receiving feedback – some rules and process

  Selection of three presentations and feedback of ‘the first 3 minutes’
  Syndicate work – presentations and feedback

  (break)

10:45 The workshop format: this is what you have to manage
  - pre-workshop activity
  - running the workshop
post workshop activity

‘Stephen’s Spider’ (see attached)

11:30 Managing the flow - the facilitator feedback loop;

12:30 Lunch

13:15 Do’s and Don’ts of facilitation

  Exercise using affinity diagrams/ reverse brainstorming

14:00 Listening and questioning skills

14:30 Process for facilitating a discussion

developing strategies for difficult situations

(break)

16:00 Using Energisers, with examples (*inc cane game*)

17:00 Review and close

Additional coaching support for facilitators can be made available for their first events and is recommended.

For a tailored quote, please contact Stephen Walsh, swalsh@burgehugheswalsh.co.uk; tel +44 (0) 777 579 4472.
## The 8Cs Methodology

### “8Cs” Tools List

<table>
<thead>
<tr>
<th><strong>CLARIFY</strong> the issue</th>
<th><strong>CONFIRM</strong> the issue</th>
<th><strong>CREATE</strong> improvements</th>
<th><strong>CHANGE &amp; CEMENT</strong> the process</th>
<th><strong>CORRECT</strong> the solution</th>
<th><strong>CELEBRATE</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>SELECT THE PROJECT AND DEFINE THE PROJECT</strong></td>
<td><strong>INVESTIGATE THE ISSUE/ESTABLISH ROOT CAUSE OF PROBLEM: MEASURE AND ANALYSE THE SITUATION</strong></td>
<td><strong>DEVELOP CHANGE OPTIONS/SOLUTIONS AND SELECT THE BEST</strong></td>
<td><strong>IMPLEMENT CHANGES AND ENSURE SUSTAINABILITY</strong></td>
<td><strong>AMEND THE SOLUTION FOLLOWING ‘MONITOR’ FEEDBACK</strong></td>
<td><strong>COMMUNICATE – TRANSFER KNOWLEDGE LEARNED TO ALL RELEVANT PARTS OF THE ORGANISATION</strong></td>
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<tr>
<td>Corporate Vision; goal alignment; Concerns workshop; Improvement process selection; Y Cascade; Ease Benefit matrix; Process issue Statement; Quad of Aims; Communications Plan; Project Charter; SIPOC; Is/Is Not Analysis; More of/Less of Analysis; Threats/Opportunities Analysis; Corridor conversation; SMART objectives; Stakeholder Analysis; Effective teams and Leadership; Kano Model; ‘Critical to Quality’ (CTQs); Voice of the Customer (VOC) translation; Project Planning – Gantt Charts; responsibility matrices; RACI</td>
<td>Planning to collect data; Processing Mapping/VSM; Bottleneck Analysis; Runner-Repeater-Stranger Analysis; Bottleneck Analysis; Pull v Push; Waste Identification and Elimination – TIM WOOD; Affinity Diagrams; Fishbone Diagrams; The Big SQOs (FMEA); 5 Whys; Pareto Analysis; Histograms; Scatter Plots; Run Charts; Identify Quick Wins and implement Quick Win changes</td>
<td>Decision-making; selection tools: n/3; paired comparisons; decision matrix;</td>
<td>Planning – Gantt Charts; RACI; Stakeholder management; training; standardisation; writing SOPs; force field analysis; communicating changes – communication plan</td>
<td>Project reviewing; After Action Reviews; Capturing lessons learned; pro-actively transferring knowledge</td>
<td>CELEBRATE - Recognise and reward team’s efforts</td>
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### The Monitoring Feed back Loop; Measuring for sustained performance;
Stephen’s Spider – facilitation principles