
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

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- 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 ;
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The 8Cs Methodology

“8Cs” Tools List

CLARIFY the issue	COMMUNICATE with stakeholders Transfer learning to organisation	SELECT THE PROJECT AND DEFINE THE PROJECT
		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
CONFIRM the issue		INVESTIGATE THE ISSUE/ESTABLISH ROOT CAUSE OF PROBLEM: MEASURE AND ANALYSE THE SITUATION
Planning to collect data; Processing Mapping/VSM; Bottleneck Analysis; Runner-Repeater-Stranger Analysis; Batch Size Analysis; Pull v Push; Waste Identification and Elimination – TIM WOOD		
Affinity Diagrams; Fishbone Diagrams; The Big SODs (FMEA);		
5 Whys; Pareto Analysis; Histograms; Scatter Plots; Run Charts		
Identify Quick Wins and implement Quick Win changes		
CREATE improvements		DEVELOP CHANGE OPTIONS/SOLUTIONS AND SELECT THE BEST
Challenging mindsets; Brainstorming; Reverse Brainstorming; Brainwriting; Aunt Sally; Assumption Busting; 'Similarities and Differences'; Benchmarking; Visual Controls and Visual Displays: 5S; Poka Yoke;		
Decision-making/selection tools: n/3; paired comparisons; decision matrix;		
CHANGE & CEMENT the process	IMPLEMENT CHANGES AND ENSURE SUSTAINABILITY	
	Planning – Gantt Charts; RACI; Stakeholder management; training; standardisation; writing SOPs; force field analysis; communicating changes – communications plan	
CORRECT the solution	AMEND THE SOLUTION FOLLOWING 'MONITOR' FEEDBACK	
	COMMUNICATE – TRANSFER KNOWLEDGE LEARNED TO ALL RELEVANT PARTS OF THE ORGANISATION	
CELEBRATE	Project reviewing; After Action Reviews; Capturing lessons learned; pro-actively transferring knowledge	
	CELEBRATE - Recognise and reward team's efforts	

Stephen's Spider - facilitation principles

