

**Meetings!** You spend hours in them, and often believe that little is accomplished. They are the bane of today's business, but they are also necessary. They *should* help you solicit all points of view; they *should* help you generate ideas to address your tasks; they *should* ensure shared understanding of tasks and accomplishments; they *should* foster collaboration; they *should* help you solve problems that cross organizational boundaries.

Sometimes all that is lacking is a good meeting facilitator; someone who can plan the meeting and keep it on track; someone who can ask the right question and understand the answers that are given.

### **Workshop Objectives:**

Lecture and practice will enable participants to:

- ◆ Introduce a session by explaining the overall desired outcome, the process, and the role of all participants.
- ◆ Plan a complex meeting.
- ◆ Facilitate in-person meetings and conference calls.
- ◆ Use techniques to stimulate creative thinking among meeting participants.
- ◆ Build consensus among decision makers and ensure that there truly is consensus.
- ◆ Identify and handle common facilitation obstacles.

# **EFFECTIVE FACILITATION SKILLS**



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## **AGENDA**

### **Facilitation Tips and Techniques**

Introduce a variety of techniques to be used when facilitating a session.

### **Creative Thinking Techniques**

Introduce a variety of techniques to stimulate creative thinking in your meeting participants.

### **Planning and Design**

Focus on the need to plan and design a session that will meet the needs of the group and achieve the expected outcome. Practice in designing a session will follow the discussion.

### **Decision Techniques**

Introduce different types of decision techniques with an emphasis on how to achieve consensus.

### **Common Obstacles**

Introduce concepts and techniques for understanding and dealing with communications issues.

### **Remote Work Teams**

Introduce techniques for sustaining remote work teams with an emphasis on how to facilitate conference calls.

### **Summary**

Summary discussion to ensure understanding of how to apply the concepts and techniques and to ensure that all questions are answered.