

BLCN Facilitation Skills and Techniques course:

- Is designed to provide the necessary skills and tools to properly plan and perform facilitated sessions.
- Is primarily for business analysts and project managers, but is also valuable to business leads, IT team leads, or others that will lead business related sessions and meetings.



Participants will:

- Use their own scenarios for planning and facilitating course exercises to reinforce the content and enhance their skills.
- Perform facilitation in a normal and conflict mode.
- Develop their own style and confidence.

Realize the benefits when:

- Participants run more effective facilitated sessions / meetings and reduce frustration, participant time and the associated costs.

Learning Objectives

- Adopt facilitator characteristics into your own style
- Structure an effective facilitated session
- Leverage course hints and tips
- Learn and perform primary facilitation tools
- Practice and discuss ways of managing conflict
- Reduce your meeting times and share tips with the rest of your organization
- Use your real life scenarios during the course exercises
- Build self-confidence and your own style

Facilitation Tools

Vision / Strategy / Priority / Framing:

Brainstorm-Vision, Environmental Scan, SWOT, Smart Goals, Quadrant Prioritization, Multi-voting

Analysis / Decision Making:

Process (Big Box and Swim lane), Fishbone, Brainstorm-Process, Weighted Decision Making, Pairwise, Process Scoping

Action Planning:

Gap Analysis and Transition Elements, PDCA, Lessons Learned

The course pays for itself if one participant facilitates more effectively!

Course Topic Outline*

- **Overview:**
 - What is Facilitation? What is success?
 - Facilitator role characteristics and traits
- **Session Planning**
 - Define scope and participants
 - Manage risks and pre-session tasks
 - Performing remote sessions
- **Performing The Session**
 - Before you start
 - Starting the session
 - Question types
 - Consensus
- **Facilitation Tools (15)**
 - Vision / Strategy / Priority / Framing
 - Analysis / Decision Making
 - Action Planning
- **Conflict**
 - Debate vs. argument
 - Conflict types and actions
- **Wrap Up**
 - Recap and define next steps

* Content varies based on 1, 2, or 3-day deliveries. Participants will receive a course binder and a softcopy Facilitation Session Planning template.

Contact BLCN about course details, our partner training offerings and other combined training options.