



Effective Workshop Facilitation

Workshop and Training Program

October 2023

First things first

1

About You

Biggest Challenge @
Work?
Why?
Favourite Movie?

2

About Me

19 years at it ...
Married 29 years
Triathlete

3

About Us

Open
Honest
Safe

Expectations

What do you hope to learn, today?

Please watch and learn and take what you can use!



The 5 parts



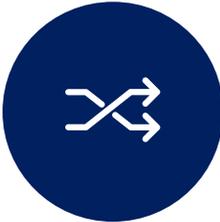
Purpose



Process



People



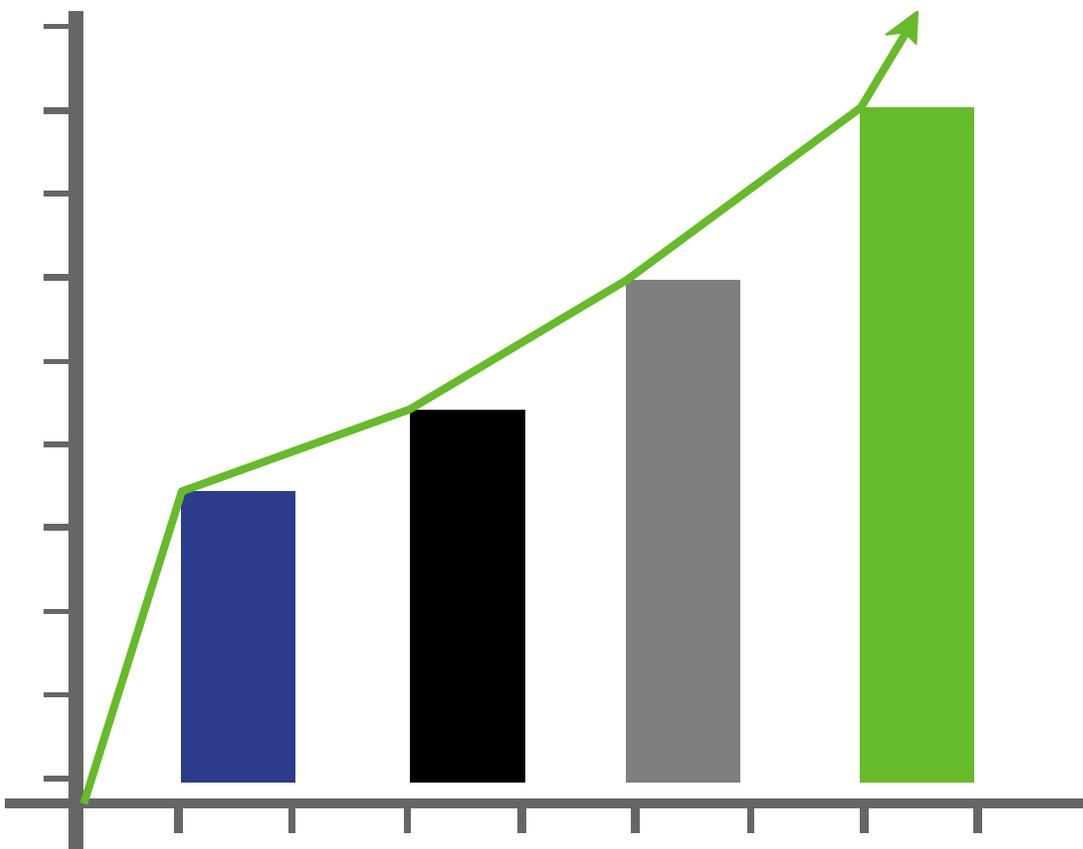
Performance



Polish

AM and PM

Current facilitation evaluation



Where are you now?

It is important to evaluate where you feel you are at, currently, as what can be measured, can be managed and made better!

There might be nerves

There might be fear of:

- **Judgement**
- **Questions**
- **Skillset**



What can help

The process of:

- **Vision** (1 hour before you start)
- **Breathing** (1 minute before you start)
- **Focus** (1 second before you start)

Remember that you get to do this work!



Questions are the answer

The quality of your questions make or break your sessions

Great question – “how would you answer that” (answer a question with a question)”

Great question – “let me ponder that one, if that is cool, please” (and make sure you circle back)

Great question – “I have got absolutely no idea, sorry - can I find out and follow up with you after the session, please” (and get back to them)

The biggest RCA question – What caused that, and why



Your team wants you to succeed

Most people want you to be successful

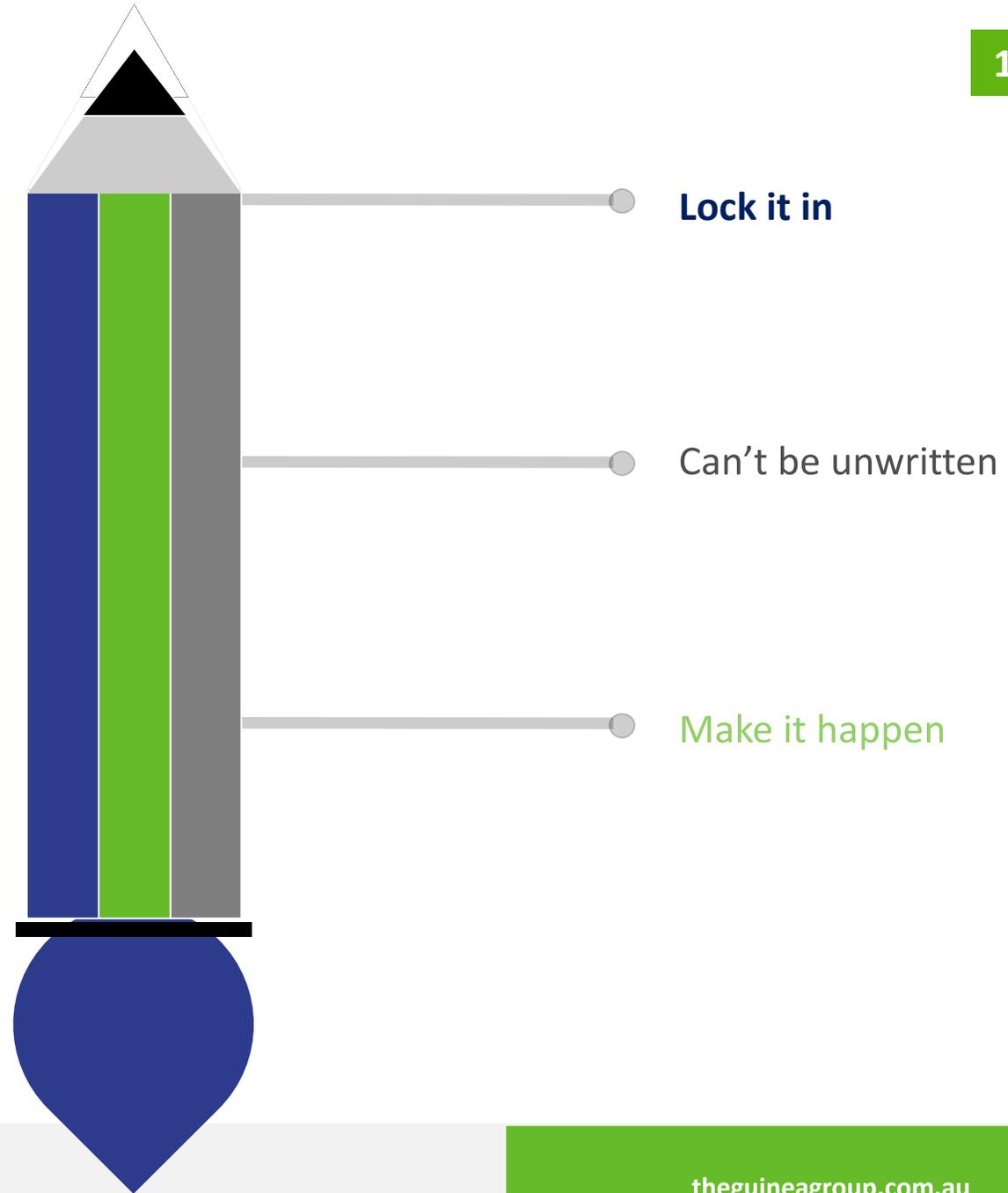
- It looks good for everyone, if you do well
- Your team are glad you are doing the facilitation, and they are happy it is not them
- You've got this



Activity 1

In your Workbook:

Do you have any fears about facilitation, and if so, what are they?



Part 1



Purpose

The Goal:

‘To ensure that you ‘start with the end in mind’ and are able to focus the entire session around why everyone is in the room working together on the problem’

— The earlier the better

- *Prior to the workshop is preferred (and communicated to the team)*
- During the workshop is next best, though keep it short ... it can take a while to develop as a great
- The purpose needs to be clear and concise and should frame up the workshop



Give the team time to prepare

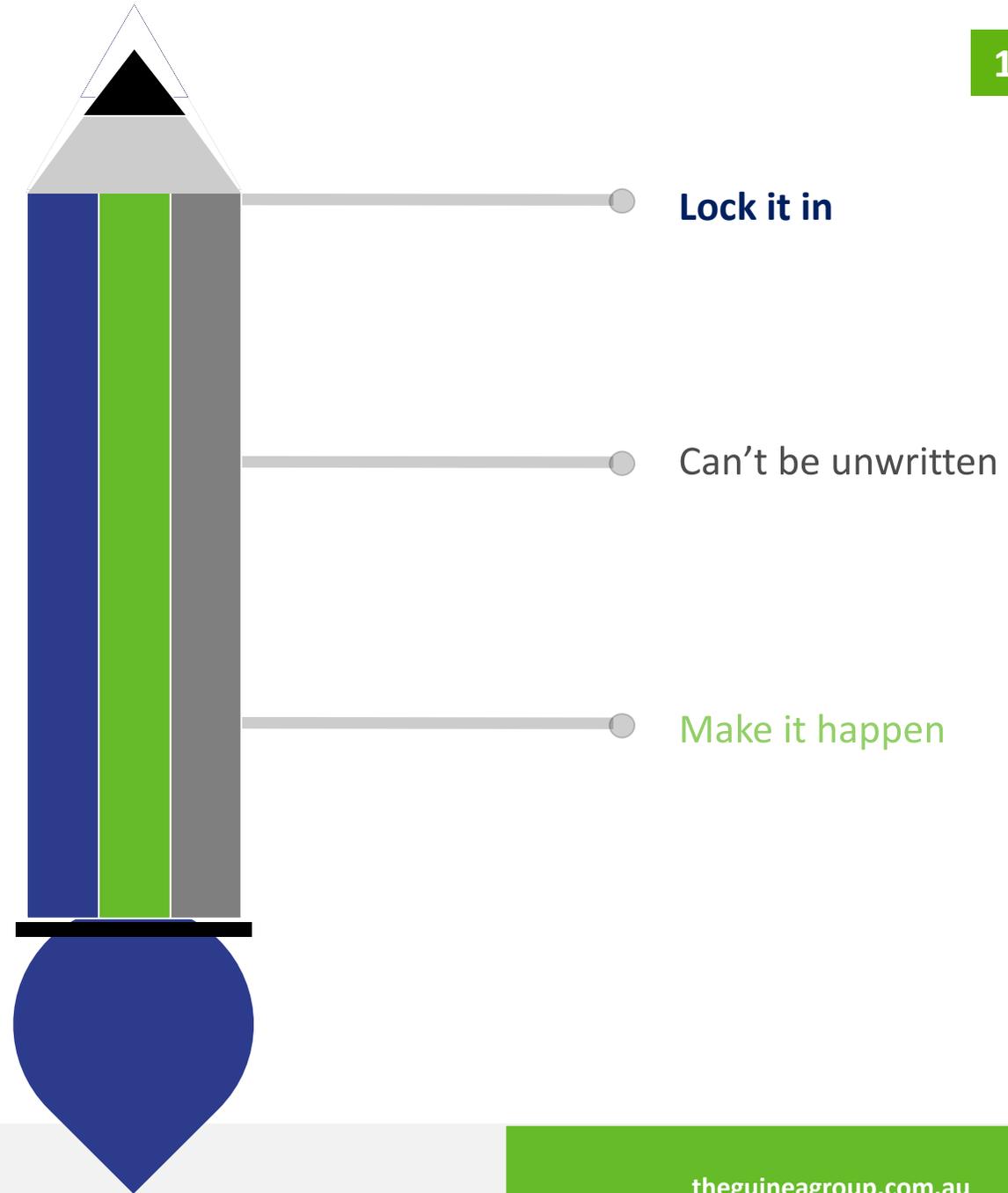
- There should be no surprises at the start of a workshop
- The team should be engaged by the time the workshop starts
- It is better to talk to the team, not just email them



Activity 2

In your Workbook:

Think about the purpose of a workshop that you want to like to facilitate!



Part 2



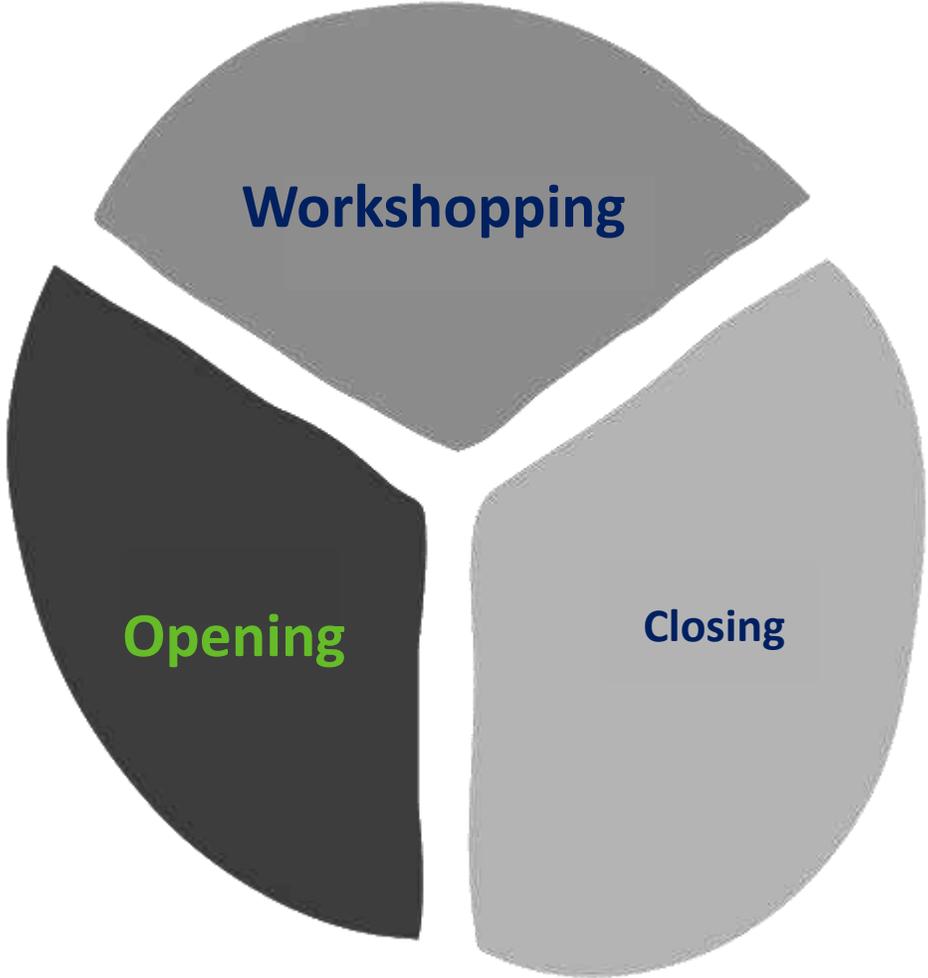
Process

The Goal:

‘To map out the agenda, the strategy and the systems you are going to use to facilitate the workshop, and to achieve the workshop purpose’

— Agenda first

- You may not need a whole day
- Send the agenda out early
- *Sessions shouldn't go for more than 2 hours at a maximum*



Systems

- This is in the detail
- *Software or applications*
- *Supporting documentation*
- *Stuff like name tags and pens*

Remember to organise it all and test your technology early!
Use a checklist





People

The Goal:

‘To ensure that the right team, with the right knowledge, is assembled to help you as the facilitator to deliver on the workshop purpose’

Who can add value?

Perhaps the most important part ...

1. Who knows the content
2. Who has got great ideas
3. Who is willing to help

Remember that the right team/team members may not be able or willing to help



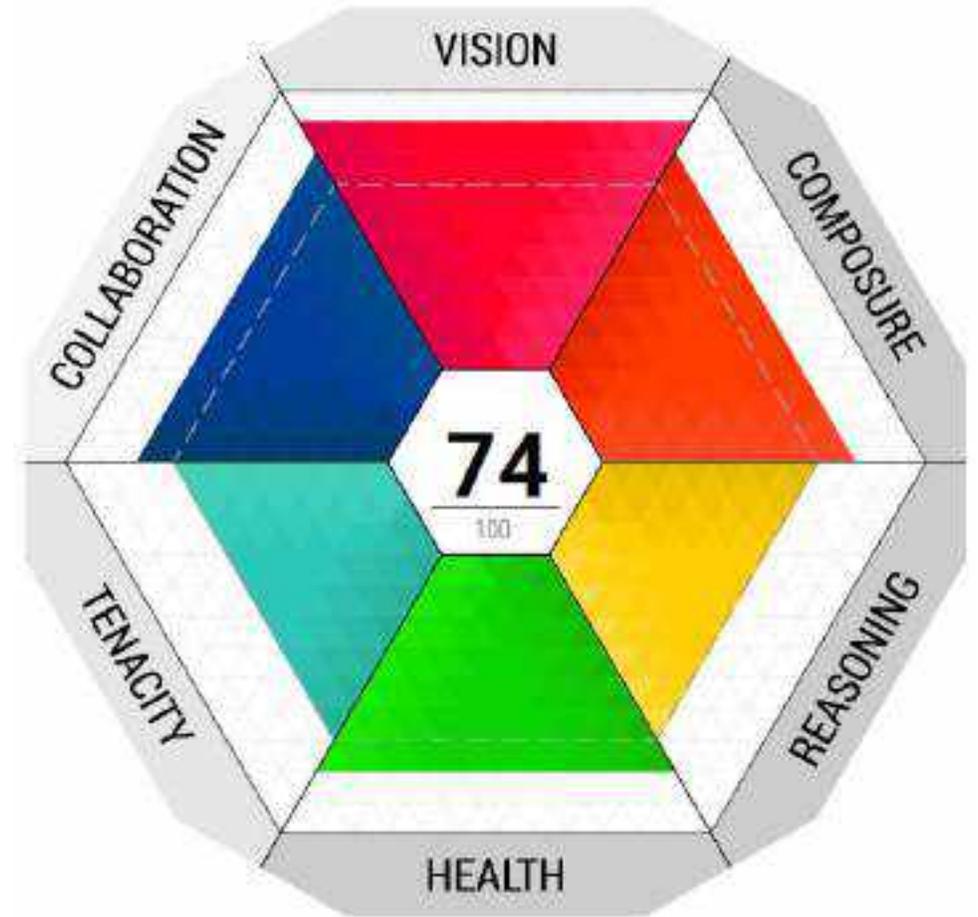
— The other thing about the people

Is to:

- Engage action takers
- Engage people impacted by the workshop purpose
- Engage a team who cares



PR6

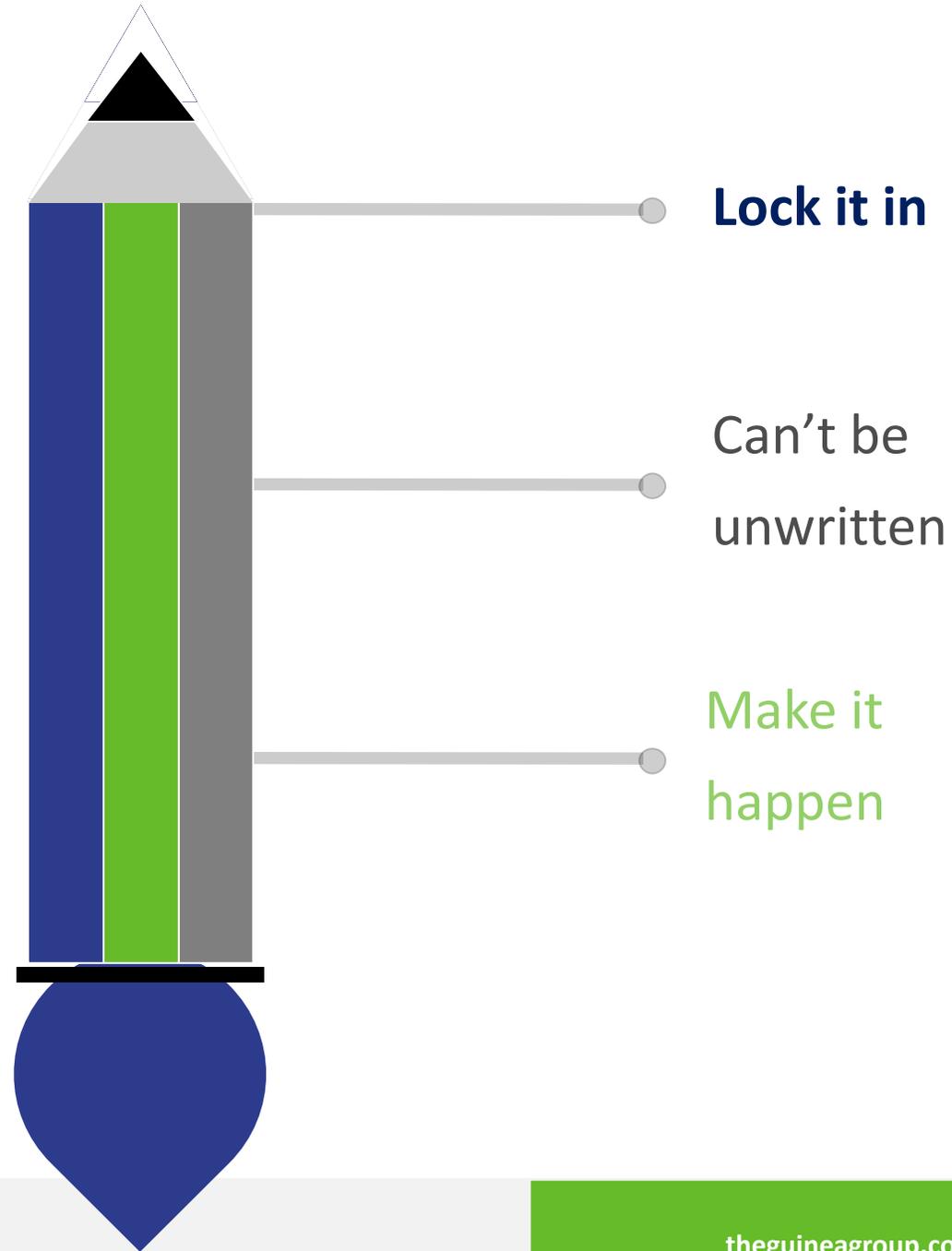


driven

Activity 3

In your Workbook:

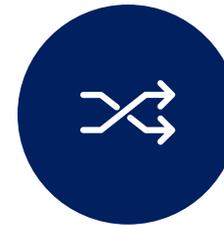
What is your main learning from your Resi-Coach profile?



Part 4

The Goal:

‘To facilitate the workshop in a way that engages the team, and that achieves the workshop purpose’



Performance

Today and tomorrow

Before you start

Before you step up in front of your team:

- Get to the room early, set it up (generally in a u shape layout), and ensure that your technology works
- Be very aware of your agenda, and understand when you need to be finished each section by
- Get the butcher's paper on the walls ready to write on
- Think about any challenging questions that you might get asked during the workshop, and how you might ask them
- Consider some of the questions that you might like to ask, to stimulate discussion (consider open questions, closed questions, Socratic questions or leading questions)
- Get a copy of the agenda printed out for everyone
- Put paper on each desk, for people to fold in half and write their name on (if you don't know the people in the workshop)

— The most important element

- Manage your emotions
- Know your triggers
- Don't take it personally



Presume positive intent

Once you start

Once the workshop starts:

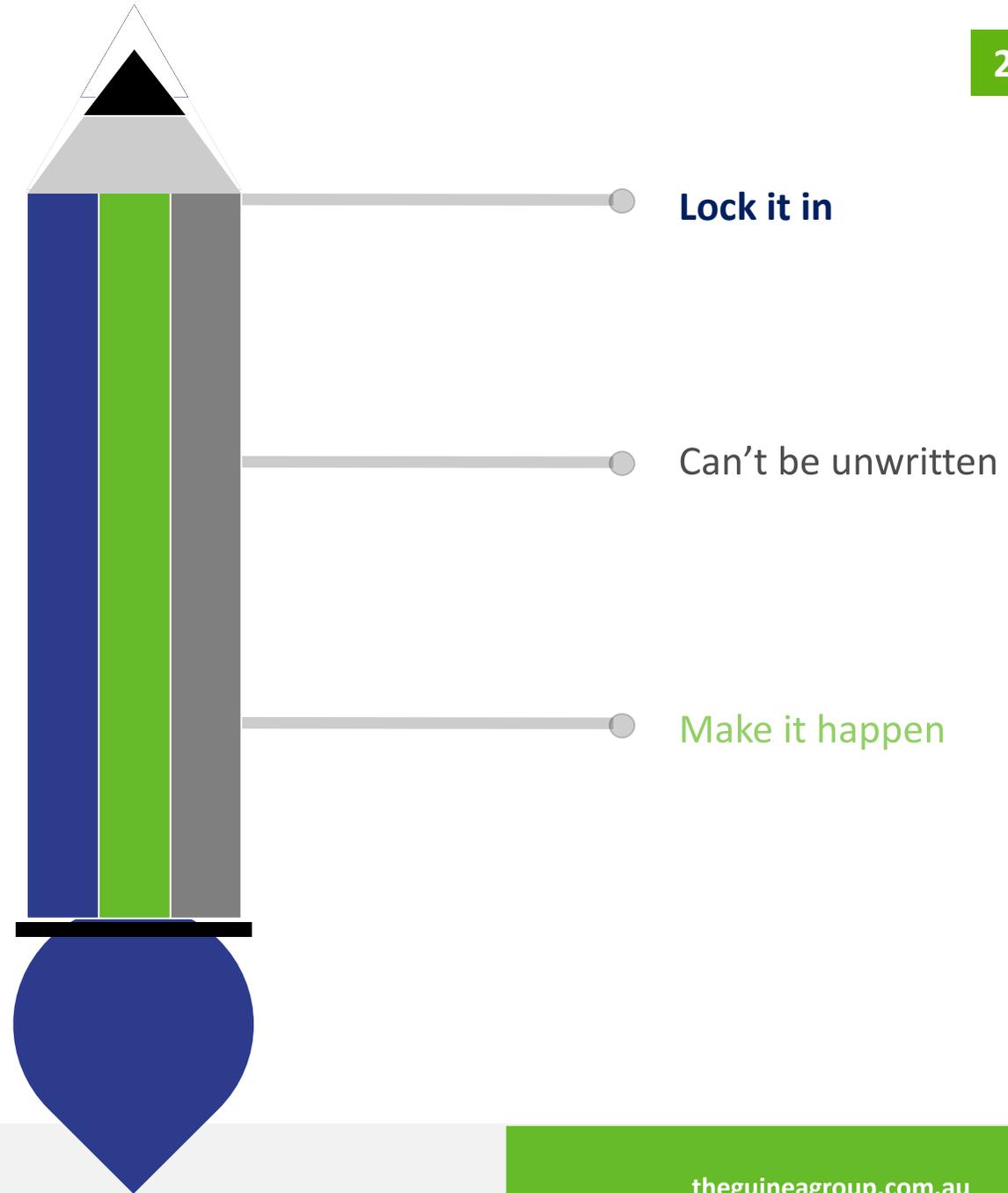
- Start well
- Stick to the agenda
- Set ground rules for the workshop (mobile phones off, for example) – if required
- Keep the discussion going
- Ask great questions
- Scribe the discussion correctly
- Keep a whiteboard or an extra piece of butcher's paper for actions that might come out during the discussion
- Assign responsibility to any actions
- Get agreement at every stage of the workshop
- Close the workshop out by referring to the purpose statement, and ensure that you have achieved it

Activity 4

In your Workbook:

Think about a topic that you could facilitate a 10-minute workshop on, now ...

1. Pick a topic
2. Have a purpose statement
3. Ask questions of the team



— The 7 golden rules

1. Never argue, always agree



The 7 golden rules

2. Be grateful for contribution



— The 7 golden rules

3. Ask high quality questions



— The 7 golden rules

4. Capture information correctly



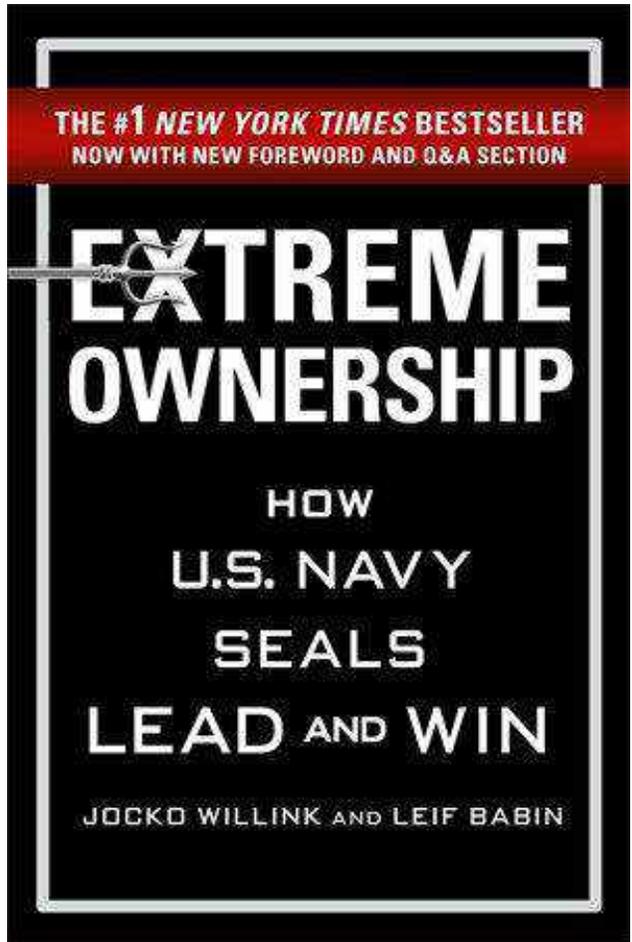
— The 7 golden rules

5. Care about the outcome



The 7 golden rules

6. Take Extreme Ownership



— The 7 golden rules ... or your own rule ...

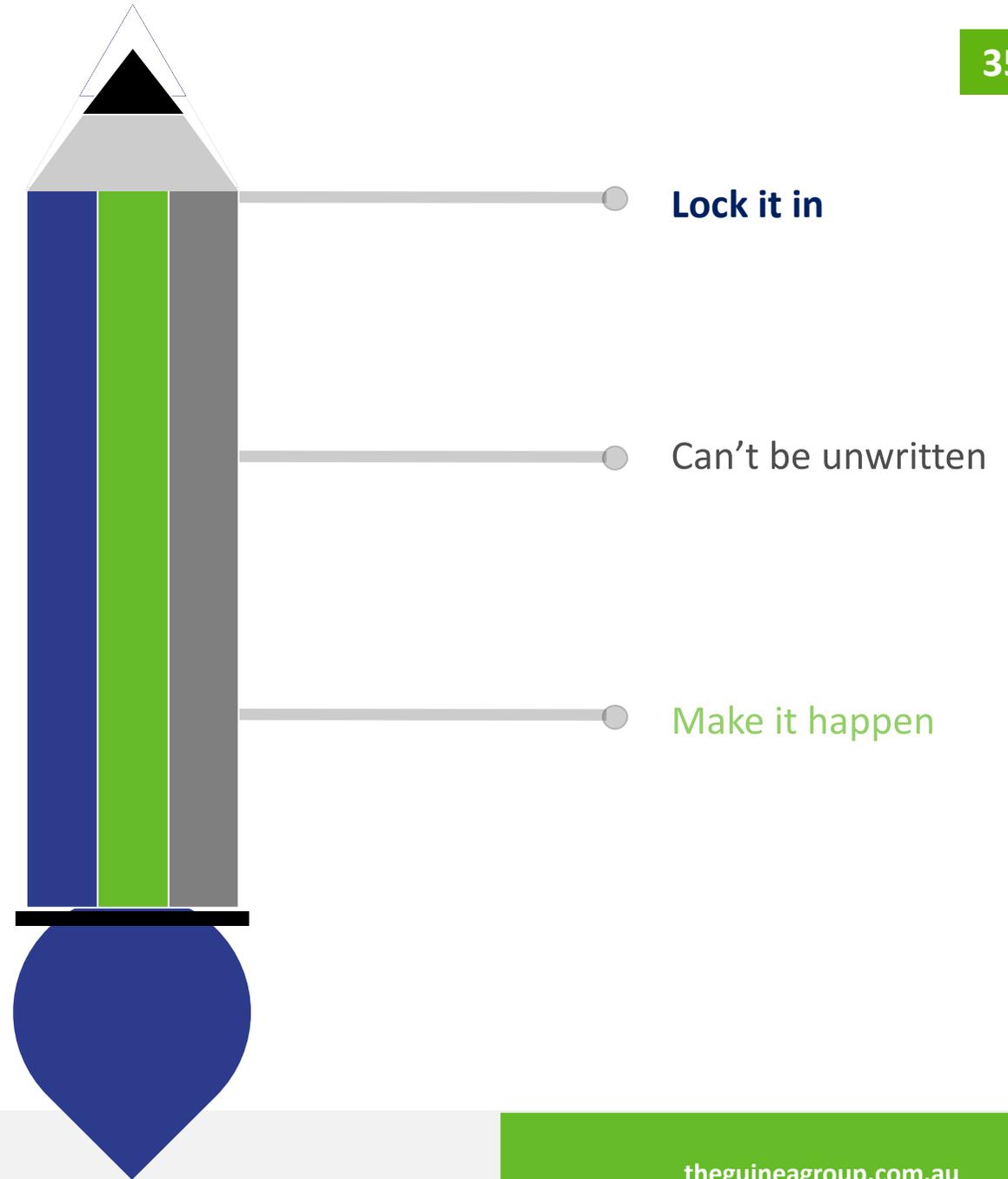
7. Or any other rule that you can think of ...
Make it your own!



Activity 5

In your Workbook:

What will your facilitation strength be?



The 5 parts

The Goal:

‘To close out the workshop in a way that values the team, and that achieves the workshop purpose’



Polish

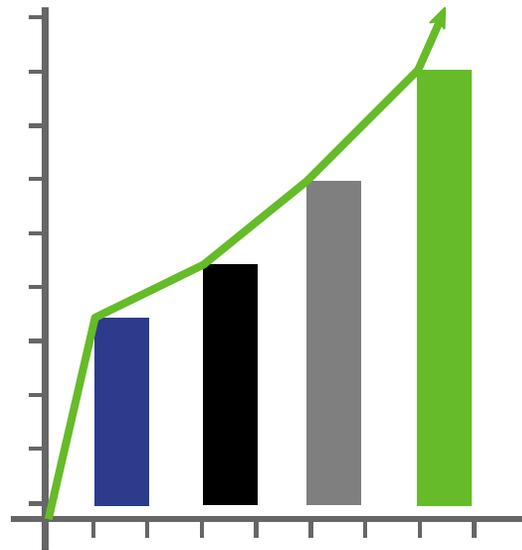
Report writing

- A workshop is only as good as the close out
- Otherwise, actions won't get completed
- Include just the right amount of detail



Measure success

- Follow up during and after the workshop with the team
- Use surveys
- Always get feedback





— Make it engaging

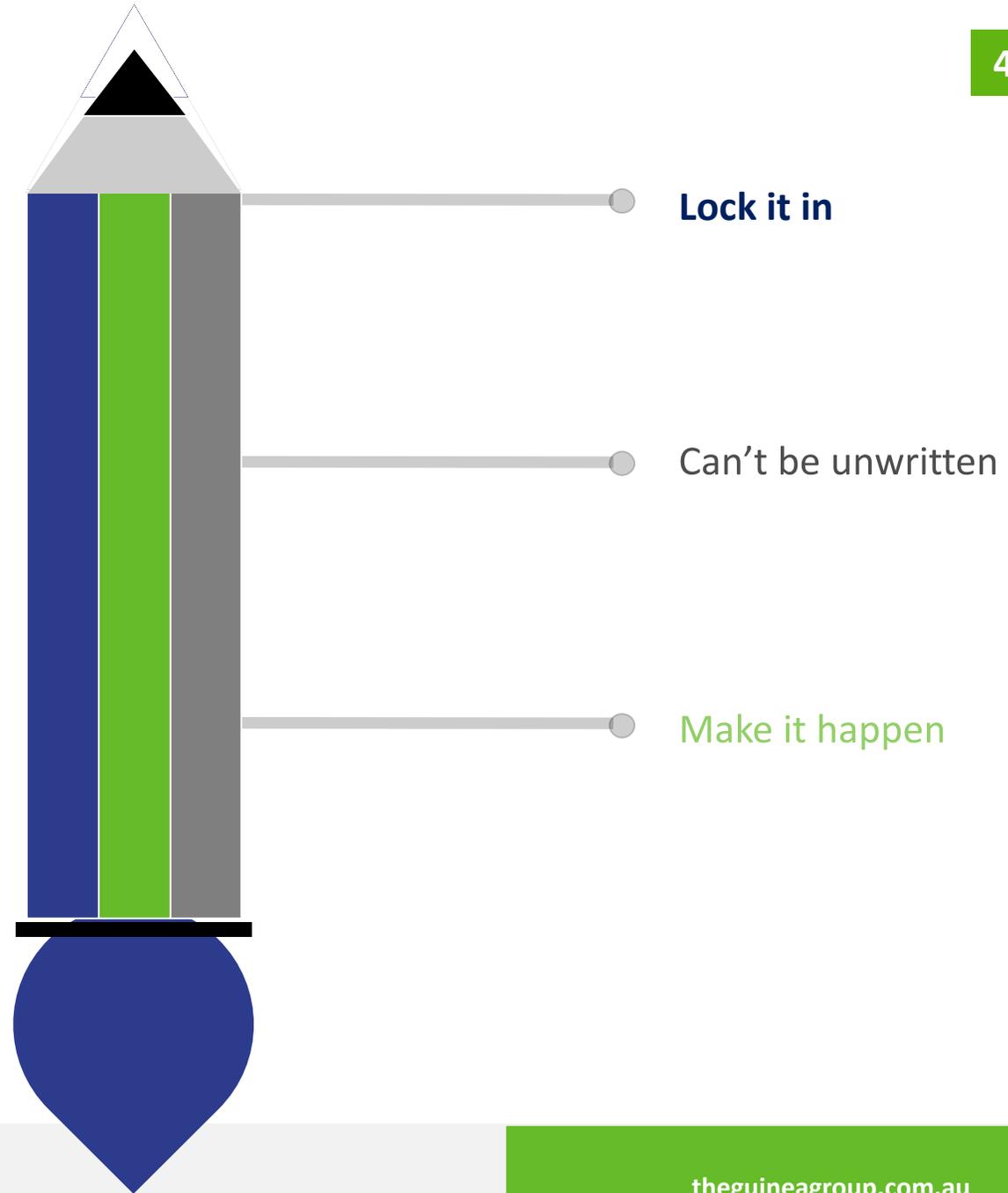
- Appealing to read
- Easy to read
- Interesting to read

Activity 6

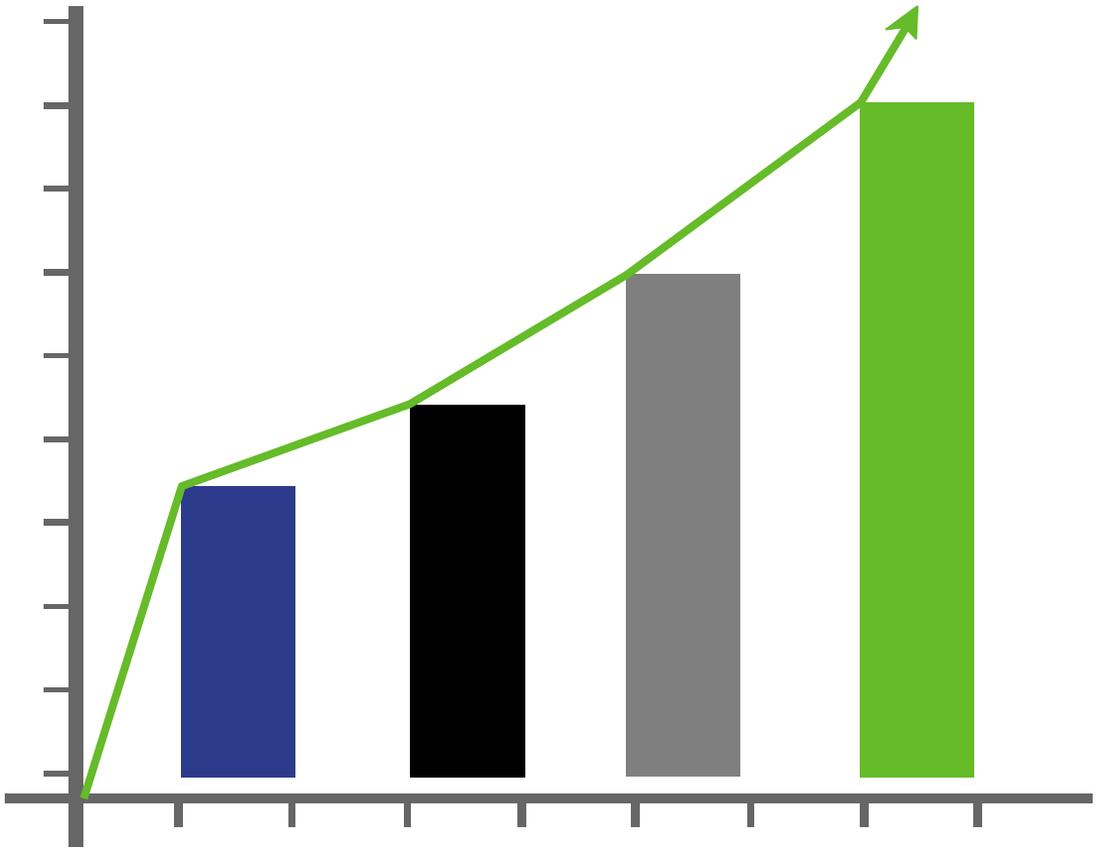
In your Workbook:

Think about the same, or another topic, that you could facilitate a 10-minute workshop on, now ...

1. Pick a topic
2. Have a purpose statement
3. Ask questions of the team



Upgraded facilitation evaluation



Where are you now?

After a day of facilitation training, where do you feel, you have got to with your facilitation skill set?

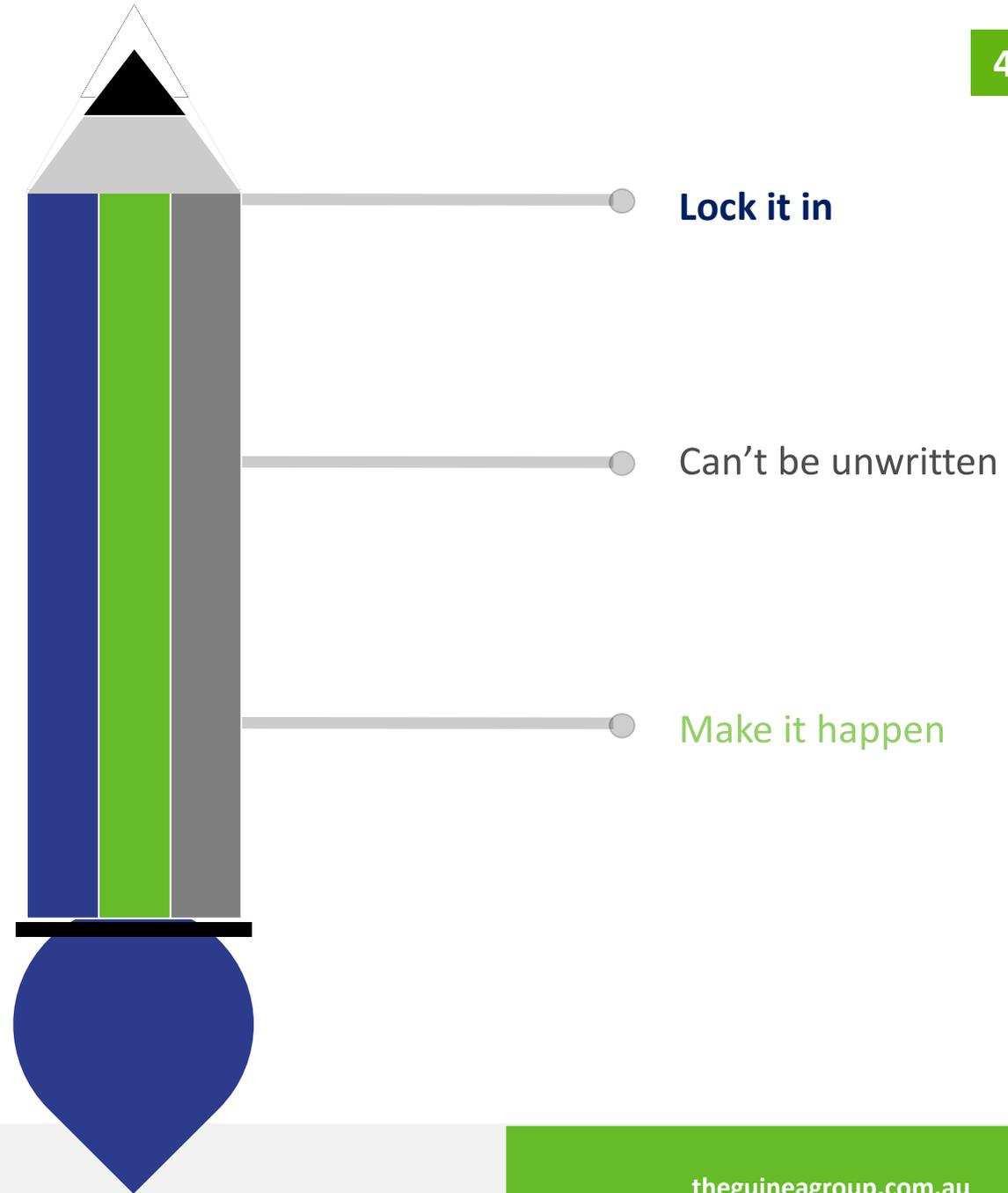
The great facilitation philosophers



Activity 7

In your Workbook:

What action are you willing to take away from this program?



Any Questions?

We're Here to Help



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