Effective Meeting Skills for Facilitators

Learn how to be an effective meeting facilitator through skillful planning and execution. Participants in this course will explore how to make better use of time, establish a greater meeting presence, gain participant respect, develop best practices, learn new ways to encourage participation, interact more effectively, and establish practical action plans.

Who should take this course?

This course is designed for anyone who leads meetings, facilitates, provides content, participates or attends. While the focus is on meetings in the office, content includes tips that all facilitators can apply.

Course Objectives

• Identify the four participant styles, and how to work with them.
• Clarify the roles, and learn how to overcome some of the role pitfalls.
• Review best practice agendas to keep everything on track.
• Use ground rules to frame the meeting and also manage interactions.
• Utilize time management strategies and scripts.
• Review the skills to better lead, direct, and manage people interacting in meetings.
• Learn a practical method to build consensus.
• Discuss the best ways to professionally manage difficult people and situations.
• Add value by having more effective action plans at the end of your meetings.

Course Details

• Length: 4 hours
• Classroom Type: Lecture
• Prerequisites: None

The above prerequisites are considered to be the basic skills and knowledge needed prior to taking this class. Instructors will assume your readiness for the class materials and will NOT use class time to discuss prerequisite materials.
Course Contents

The Four Participant Styles
• How to identify and deal participant interactions and styles

Role and Task Clarity
• Required and optional roles to optimize results

Practical Agenda Planning
• Agenda benefits and objectives
• 14 questions to frame the agenda
• Agenda examples with facilitator notes

Ground Rules to Shape the Facilitation
• Determine the factors that will frame and shape the meeting
• Ground Rule examples

Time Management
• Tips to manage the clock and keep people from exceeding time limits

Productive Participant Engagement
• Establishing the meeting mindset
• Tips to develop a constructive environment
• The power of scripts and summaries

Consensus Building
• Giving people a greater voice for their opinions
• How to unify opinion and move ahead with decisions
Course Contents, continued

Effective Responses to Difficult Situations
• Typical responses when dealing with disruptive behavior
• How to handle 10 difficult situations more professionally

Action planning to extend value
• How to close the work session
• Developing a no-excuses action plan
• Positive close

Addendum
• Conference Call and Web-Based Meetings