



Training:

Training for Meeting Facilitators

Do you have Meeting Facilitators that need group management skills?

Many companies have quality initiatives that are dependent upon excellent facilitator skills to get results. Our Facilitator Training will give your quality facilitators the skills they need to keep a group on task and goal focused. Fortune 500 companies from Cummins Diesel Engine, Standard Motor Products, KCPL, have found this intensive, three day course valuable in dramatically increasing facilitator effectiveness.

Practice based: This course includes video tape and feedback in real time. Skill development is rapid and observable from the first day through the third day of training. The course can be customized to meet your particular facilitation needs. It has been used to train facilitators who use Six Sigma, Lean Manufacturing, Problem Solving, After Action Review, Lessons Learned and many other systems. These skills are important for managing the human factor in meetings. This is something that is often overlooked in more technical types of facilitator training.s

Who is it for?

Anyone who is responsible for facilitating meetings that are goal or project oriented.

Case Study:

Jennifer was the designated facilitator for a large power generation plant with over 500 employees. She was charged with leading all quality improvement meetings in a union-management initiative. After two years of effort, she was so frustrated and demoralized that she was writing her resignation letter at the time she was asked to attend this course. During the course we helped her identify several techniques that would work better for her particular type of group. We also were able to show her on videotape some behaviors that might undermine her effectiveness in her particular environment. Over the three day course we saw dramatic improvement in her skills and self-confidence. She presented herself with more confidence, hesitated less, gave stronger eye contact and demonstrated a new ability to use several new techniques to keep the group on track.

One month after training the internal corporate quality manager observed her facilitate a problem solving meeting. He was very surprised at how efficiently she ran the meeting and the results she achieved. He reported that the time was well used and the action reports from the last meeting showed people had taken their assignments seriously and accomplished a lot since the last meeting.

Here is the report she sent us from that same meeting:

Last Friday I facilitated a problem solving meeting. The topics we discussed involved a lot of details and planning and would have been much to difficult to tackle with a group of 15 people so I used the "small groups" approach you taught us and assigned (yes, I assigned something!) each group a section of the topic we were discussing. It worked so well I couldn't believe it! I've also used the sticky note idea several times. The first time I suggested it, I got some strange looks, but by the second time I used it everyone had already accepted it as a new way of problem solving. Everything went very smoothly and I could see their enthusiasm for the process and commitment to achieving team results. We have already accomplished more in the last two meetings than in the last year!! What a difference these skills can make.

Here is another report from a participant:

Hi Darrel - I have really benefited from the training. I've utilized several of the tools given to me. My meetings have a much better flow, we have fun and we get things accomplished. I have used the teaching to the benefit of my team and my other facilitator duties. By the way, I have my plus delta on my door as a reminder of the things that I do well and not so good. Thanks again.

What you will receive:

- 3 days of training
- A 100+ page manual full of ideas and techniques
- A communication style survey
- Two video taped reviews

Cost:

Depending on specific need, price will vary and is quoted upon request.

Call today to learn how you can release the power of *your* people.