

Continuous Improvement Facilitator Training

The majority of implementation efforts fall short of their goals because organizations are unable to establish a culture of change. The organization wants to move faster, however the decision acceleration process is often stalled by the need to effectively change the culture. Most organizations spend the bulk their training budgets educating their workforce on the technical elements of Project Management, while very little is spent on how to gain acceptance of team based solutions.

Today more than ever, teams play a critical role in effective organizations — empowering employees, generating needed change, and producing solutions to complex problems. The team meeting process, however, is 1 of the biggest forms of waste in the organization. In order for teams to accelerate the decision making process , effective facilitation of the team meeting and engagement process is vital.

Facilitation is the skill set to effectively and efficiently hold interactive meetings. The ability to bring together a diverse group, build it into a team, and harness the collective knowledge, and achieve a superior outcome.

This 1 day workshop is designed to develop the facilitation skills of key contributors within the organization. It will improve the meeting process, help accelerate the decision making process, and more effectively sustain a culture shift within organizations.

Learning Objectives

The workshop is designed to help participants to:

- Develop an agreement on expectations/deliverables for a teams and with its sponsors
- Design and facilitate meetings
- Intervene effectively
- Understand how to effectively deal with dysfunctional behaviors
- Develop standard processes for effective/efficient meetings
- Learn conflict resolution strategies
- Coach leaders (and team members)

Who Should Attend

This 1 day workshop should be attend by Facilitators, team leaders or other key people in the organization who are responsible for managing the process of delivering results through an interactive team based environment.

Workshop Outcomes

- Identify the roles and responsibilities of a facilitator
- Provide the skills necessary for facilitators to assist process team members to play a substantial role in the continuous improvement efforts
- Understand how to use the newly acquired soft skill tools and techniques to extract creativity from all process owner teams
- Develop facilitating skills by having opportunities to practice using the tools and techniques
- Learn effective techniques for coaching and leading teams
- Discover methods and approaches to conflict resolution and problem solving

Course Agenda

- Introductions/Expectations
- What is Facilitation?
- When is it needed (Process vs. Content)
- Decision Making Methods
- Facilitation Prevention Skills
- Role of the Facilitator
- Facilitator Skills
- Understanding Groups and Teams
- Team Member Behavior
- Interventions
- Managing Conflict in Groups/Teams
- Simulation/Break out Exercises

Training Opportunities

Open enrollment (Quarterly)

Cost: \$595 per participant (Group discounts available)

On site Training

Class Size: Up to 20

Cost: Call for Pricing