

▶ **LD005 – Essential Facilitation Skills**

Do you have one of the most in-demand skills for a leader? The ability to facilitate a group of people working together is fundamental to keep them focused, motivated and moving forward. Facilitation is not just for specialists; the skills are important to success in any leadership role and should be part of everyone's interpersonal 'toolkit'. You will learn planning techniques, meeting management and control, participant management and group behaviour, and effective closure and follow up.

This workshop will introduce you to a full arsenal of tested facilitation, team problem-solving and communications techniques. In addition, you will learn key tools of critical thinking that allow you to lead teams and workshop groups towards better results. Facilitation skills for virtual teams are also discussed if applicable to your specific situation (video conferencing, teleconferencing, etc).

In this seminar you will learn:

- ✓ Understand the importance of managing workshop and meeting stakeholders effectively
- ✓ Use specific techniques to build relationships and influence without power
- ✓ Design effective outcome oriented meetings and workshops and write clear meeting objectives
- ✓ Deal with difficult project participants and situations and learn strategies to deal with them
- ✓ Learn how to record your meeting effectively pre, during and post meeting
- ✓ Develop specific facilitation skills to ensure your meeting reaches the objectives (verbal, recording, process)
- ✓ Use process tools to facilitate more effective project meetings and workshops (critical thinking, and others).

FYI: This course is also covered within the University of Ontario Masters Qualification in Project & Portfolio Management offered in partnership with Bay3000.

Knowledge Areas: Integration, Time, Cost, Quality, Procurement, Human Resources, Communications, Risk, and Scope.