



Facilitation Skills

Objectives

More than improving your presentation skills – how you look, what you wear, what you say – this course goes deeper. You'll discover techniques to manage your unconscious behaviors. It helps you:

- to be a more effective speaker or trainer
- to lead meetings more effectively
- to raise your ability to spark change in others
- to improve your communication and trust-building skills
- to build your self confidence

Course length: 3 days

Course Agenda

1. Laying a Foundation

- 1.1. The component pieces of facilitation
- 1.2. Identifying personal presentation and communication styles
- 1.3. Visual, vocal and verbal clues for controlling the room

2. Defusing Fear, the Biggest Barrier

- 2.1. Recognizing personal barriers & blind spots
- 2.2. Developing strategies to reduce personal defense mechanisms
- 2.3. Improving effective listening techniques

3. Building the Bridge

- 3.1. Trust-building skills
- 3.2. Disarming potentially difficult participants
- 3.3. Managing group dynamics