

# Facilitating Group Collaboration

---

Did you know that many judge your effectiveness and leadership skills by how well you run your meetings? The key to a successful group session is **having an effective facilitator** who can organize the meeting, control it and skillfully guide the team towards achieving their goal for the session. You may think '**We already know how to facilitate group sessions**' but you will be surprised at the statistics and costs of how many meetings we all attend yet **how little of them are actually effective** in terms of reaching their goal!

The goal of this course is to teach you the **most effective facilitation techniques** that will ensure your group sessions are **focused and produce value**. You will learn creative techniques and '**Thinklet**' activities you can use to look like a pro in any meeting! This course is **unique** and uses **extensive workshops** and **live demos** to teach the key skills needed.

## Bonus Handouts!

- ❖ [Effective Facilitator Cheat Sheet](#)
- ❖ Thinklet Activity Colored Cards
- ❖ Facilitator's Guide Colored Handouts
- ❖ Top 10 Steps for Effective Meetings
- ❖ Non Verbal Handout

## Table of Contents

1. Facilitating Group Collaboration
2. Speaker
3. Organizing Tools
4. Purpose of This Course
5. About YOU!
6. **Workshop 1 - Your Personal Objectives?**
7. Agenda ..
8. Section 1

## Section 1 - Foundations of Collaboration

9. What is Collaboration?
10. Collaborative Cultures
11. Why Teams?
12. Benefits of Collaborative Groups
13. Benefits of Collaborative Groups

14. Characteristics of Collaborative Teams
15. Team Maturity Stages
16. Meetings .. The Statistics!
17. Evaluating Your Meeting's Effectiveness
- 18. Workshop 2 – Collaboration Challenges**
19. The 10 Must Have for Effective Meetings - **Handout**
20. Common Meeting Dysfunctions
21. There is a Solution!
22. The Effective Facilitator's Cheat Sheet - **Handout**
23. Section 2

## Section 2 - Facilitation Basics

24. Roles for Effective Sessions
25. Who is the Sponsor?
26. What Does a Sponsor Do?
27. Who is the Facilitator?
28. What Does a Facilitator Do?
29. Who is a Participant?
30. What Does a Participant Do?
31. The Recorder Role
32. Basic Facilitator Skills
33. Facilitation Skills - Handout
34. Identify Your Strengths and Opportunities
- 35. Workshop 3 – Self Assessment & Action Plan**
36. Section 3

## Section 3 - Initiating & Preparing Group Session

37. Prepare Yourself as the Process Owner
38. Process Guide & Content Neutral
39. Interview the Sponsor & Key Stakeholders
40. Defining the Session "Purpose"
41. Dysfunctions with the "Purpose"
42. Sample Meeting Purpose Statements
43. Identify Participants and Their Roles
44. Identify & Prepare Your Recorder
45. Prepare the Room & Environment
46. Effective Seating Arrangements
47. Power of Group Memory
48. Prepare Your Organizing Tools
49. Define the Agenda

50. The Value of a Good Agenda
51. Steps for Planning Your Agenda
52. Sample Agendas
53. Ground Rules
54. Example Ground Rules
55. Perception is Everything!
56. Parking Lot
57. Group Decisions
58. Action Items
59. Tips & Techniques for Chart Writing
- 60. Workshop 4 – Initiating and Preparing a Group Session**
61. Section 4

## Section 4 - Starting the Session

62. Welcoming Everyone
63. Kicking off the Session
64. Purpose & Agenda
65. Introductions & Roles
66. Establishing Ground Rules
67. Dealing with Disagreement from the Start
68. Tracking and Evaluating Progress
69. Staying on Track with the Purpose
70. Staying Neutral – How Challenging!
71. Section 5

## Section 5 - Listening and Questioning Techniques

72. Listening and Questioning
73. Core Values of Participatory Decision-Making
74. The Diamond of Participatory Decision-Making
75. Active Listening
76. Barriers to Listening- **Handout**
- 77. Workshop 5 – Assess Your ‘Listening’ Skills**
78. Ask, Don’t Tell!
79. Types of Questions - **Handout**
80. Encourage Full Participation
81. Encouraging
82. The Uncomfortable Silence!
83. Structured Round Robin
84. Passing/Turning the Pen
85. Promote Mutual Understanding
86. Paraphrasing

87. Drawing People Out
88. Tracking
89. Stacking
90. Linking
91. Validating
92. Balancing
93. Body Language - **Handout**
94. **Demo:** Using 'listening' and 'questioning' techniques
- 95. Workshop 6 – Practicing Listening and Questioning**
96. Revisiting .. Common Meeting Dysfunctions
97. Group Dysfunction
98. Dysfunctional Behavior
99. Rules for Managing Dysfunctional Behavior
100. Managing a Dysfunctional Sponsor/Manager
101. Managing the Rambler
102. Managing the Dominator
103. Managing the Naysayer
104. Managing Side Conversations
105. Managing Side Conversations ..
106. Managing The Drop-Out
107. Steps for Dealing with Anger
108. Managing Personal Attacks
- 109. Demo:** Managing dysfunctional behavior!
- 110. Workshop 7 – Managing Dysfunctional Behavior**
111. Managing Conflict
112. Steps for Resolving Conflict
113. **Demo:** Managing conflict & building consensus
114. Section 6

## Section 6 - Information Gathering Techniques

115. The 5 Patterns for Information Gathering
116. Your Role in Information Gathering
117. ThinkLets for Generate
118. Thinklets for Converge
119. Thinklets for Organize
120. Thinklets for Evaluate
121. Thinklets for Build Consensus
122. **Demo:** Using "Thinklets" to Gather Information
- 123. Workshop 8 – Facilitate an Information Gathering Session**
124. Applying Techniques to Various Meeting Types
125. Applying Techniques to Various Meeting Types
126. Section 7

## Section 7 - Closing the Group Session

- 127. Why Close?
- 128. Reviewing Purpose and Agenda, Celebrate Success!
- 129. Clear the Parking Lot Review Tabled Items
- 130. Getting the Team and Sponsor Feedback
- 131. Documentation and Follow Up
- 132. Demo: Practicing a closing 'Retrospective'
- 133. Workshop 9 – Closing Your Session (Optional)**
- 134. Workshop 10 - Putting it ALL Together!**
- 135. Section 8

## Section 8 - Additional Topics

- 136. Distributed Teams
- 137. Collaboration Techniques for Distributed Teams
- 138. Conference Call Techniques
- 139. Online Collaboration Tools
- 140. Skype & Google
- 141. PMI PDU Credit
- 142. Workshop 11 The Art of the 'Possible'!**
- 143. Additional Training & Coaching
- 144. Resources
- 145. Thank You For Attending!