Facilitation Skills: From Good to Great
- A *Learning Community of Practice*

Rich Repository of Resources

Includes facilitation skills reference guide, tools, templates, articles, sample agendas and more

Series of customized virtual workshops

Multiple interactive modules, spread over a few months, tailored by role, meeting type, and/or skills needed

Team coaching

Team coaching sessions allow facilitators to share questions, tips, challenges, try out new techniques, and more in a safe, supportive setting.

Learning community of practice

Groups meet regularly, both synchronously and asynchronously, to deepen expertise, provide mutual support, work through challenges, surface issues and share lessons learned

Management tools and training

Training, checklists, role-play scenarios and other tools and resources make it easier for managers to provide coaching, feedback, reinforcement and support

Monthly office hours

Drop-in conversations with Nancy where people can ask questions, pose challenges or brainstorm ideas

Tailored programs make it easy to apply new skills in real-life situations

Experience levels

Some participant groups may need expertise in some areas more than others. We tailor each program to best meet the needs of the experience level of each cohort, or learning group.

Typical job profiles

We customize content and scenarios to be most relevant for participants' roles. Examples: Business leader, project lead, supervisor, HR professional, business analyst, focus group moderator or member relations manager.

Meeting types

We design each program to be relevant for participants' typical meetings. Examples: Team meetings, client or member meetings, strategic planning sessions, focus groups, project kick-offs, action planning and project retrospectives.

Learning needs

The learning needs of each cohort determine the content of each program. While some may want more help with meeting design, others may want to focus on virtual or hybrid meetings, making meetings more inclusive, maintaining engagement, managing dysfunctional dynamics, meeting preparation and follow-up, making the best use of technology, or other aspects of planning and leading a successful meeting.

Conversation types

Some groups want to focus their learning on becoming more effective in leading certain types of conversations. Examples: Brainstorming, consensus building, decision making, problem solving, action planning, managing conflict.

Ramping up your Facilitation Skills Community of Practice

1. Identify and engage initial participant group, learning goals

We recommend a group of 8-14 participants who have immediate opportunities to put skills into practice. They may be from one team or multiple teams.

2. Establish a schedule

Together we create a program schedule that includes real-time workshops,team 1:1 coaching. We recommend a program length of 3-4 months or more.

5. Assess, revise, relaunch

Gather and analyze feedback, make revisions as needed, and identify next learning cohort

3.Customize content and flow

Through interviews and an online conference area, we learn more about the needs of each cohort to customize each program

4. Program launch and implementation

In addition to elements in #2, work with client to determine the best venue and cadence for asynchronous and real-time conversations for an ongoing community of practice

Elements that combine to make our program unique

✔ Participants deepen, share knowledge with peer learning, reinforcement and support on an ongoing basis

✔ Short, customized learning workshops enable participants to easily practice and apply new skills in real-life situations

✔ Managers have the tools they need to reinforce new skills and provide helpful feedback

✔ Open office hours encourage participants to share questions, experiences and crowdsource solutions to current challenges

✔ Team coaching helps cultivate confidence and competence in a safe, supportive space

✔ **Participants get real work done by using real-life projects as examples**
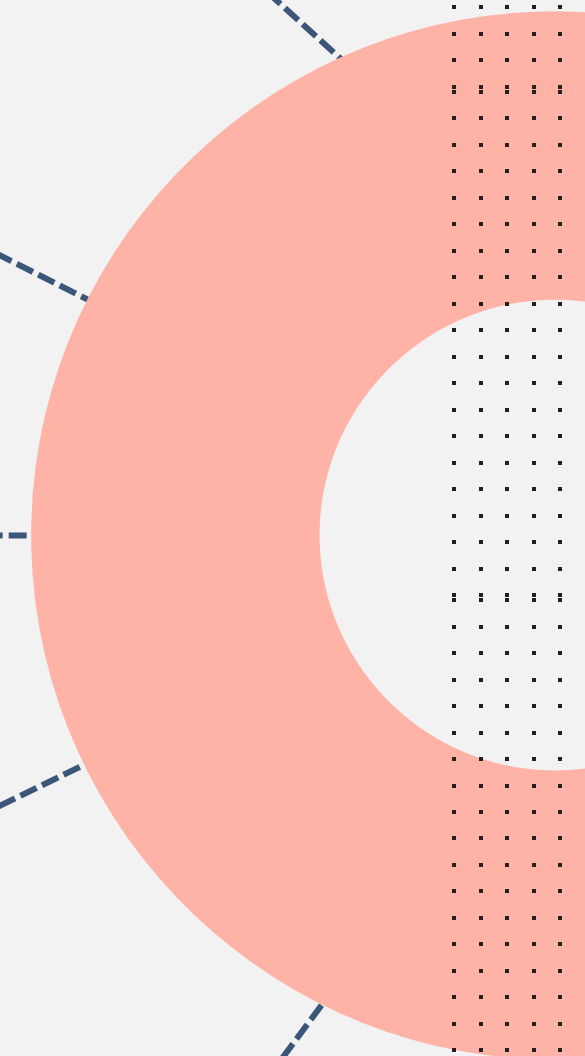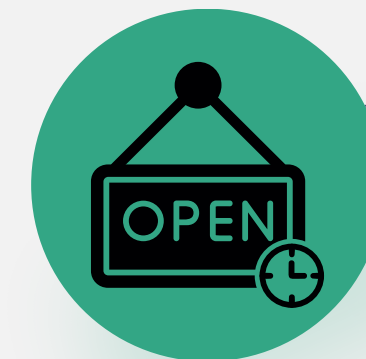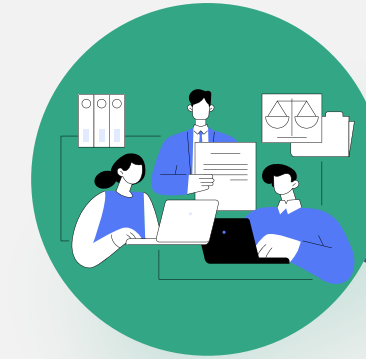
Bottom-line benefit:

Your organization will increase its capacity to design and facilitate more productive, effective meetings

- Save time, resources and frustration by eliminating ineffective meetings
- Greatly increase probability of achieving desired outcomes, accelerating time to results
- Cultivate valuable skills for professional development, growth
- Greater satisfaction and higher levels of engagement from employees, clients and partners
- More efficient meetings may mean that fewer meetings are needed