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breakthrough conversations  
for bottom-line results

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# Facilitation Skills:

THE NEW SUPERPOWER

A LEARNING COMMUNITY OF PRACTICE  
FROM GUIDED INSIGHTS

**Meetings are a microcosm of an organization's culture, where its values, beliefs and behaviors are put in clear display. Meeting behavior shows the extent to which an organization is equitable, inclusive and respectful. An organization's meetings are a direct reflection of the respect people have for each other's time.**

**Organizations serious about cultivating a healthy culture care deeply about how people behave when they come together, wherever they are.**

A good facilitator designs and leads important conversations where everyone can contribute their best thinking. They help groups discuss and solve problems, generate ideas, make decisions or simply get important work done faster than they otherwise could. They appreciate everyone's contributions and are serious about respecting everyone's time

**Facilitation is one of the skills organizations prize most today.** Sadly, good facilitators can be hard to find within most organizations. There are many reasons: They have few good role models. People seem to accept bad behavior or poorly run meetings as "a way of life." It's easier and faster to just keep running meetings the same old way than to change them. People are too overwhelmed to learn new skills, even if they know need them.

**Unproductive meetings lead to incalculable losses** -- wasted time, projects delayed, business opportunities missed, and team members who are demoralized and disengaged. Do a rough estimate of the cost of just one poorly-run meeting, and multiply that by the number of meetings taking place in your organization each week.

Imagine the value to your organization if just 10 people had the skills and support to consistently run productive, engaging and inclusive meetings where people could do their best work. How about 15 people? 20?

# ANNOUNCING OUR NEW FACILITATION SKILLS COMMUNITY OF PRACTICE

This program is designed to increase an organization's capacity for running productive, engaging and rewarding meetings by providing the skills, knowledge and support people need to be confident and competent facilitators. Program participants can act as role models and coaches for others who want to become exemplary facilitators.

- ✓ **A multi-pronged learning program** where people learn and apply new facilitation skills, tips and techniques for leading more productive, engaging and inclusive meetings.
- ✓ **A community of practice** where members meet, discuss, share and practice new facilitation skills using real-life scenarios
- ✓ **A coaching opportunity for managers** where they can provide feedback, support and encouragement, giving participants a chance to practice new skills
- ✓ **A place for participants to get real work done** by applying what they're learning along the way, whether it's to lead an upcoming meeting, facilitate a difficult conversation, deliver a skills training program, speak at a conference, or lead any activity where an engaging, inclusive conversation is the key to success.





## PROGRAM COMPONENTS:



- **A series of instructor-led interactive virtual learning modules** customized for each cohort, or group of participants



- **A forum for ongoing conversations** where participants provide mutual support, cross-pollinate knowledge, ask and answer questions, and share lessons learned



- **Open office hours** where participants share experiences, questions, ideas and challenges



- **Team coaching** gives participants a chance to discuss how they've applied what they've learned, sharing what went well, what didn't, and ideas for next time



- **Toolkits and related training** help managers model, reinforce, support and practice new skills



- **A richly detailed facilitation reference guide** and repository of resources including templates, job aids, examples, articles and tips, making it easy and fast for participants to use what they need at any given time



## IDEAL PARTICIPANTS

Each learning program is tailored to meet the unique needs of each cohort, based on participants' collective experience, typical roles, meeting types, cultures, venues and other factors. Participants may come from within a single team, function, department, role or location, or they may be drawn from multiple teams and disciplines across the organization. ***All participants should have upcoming meetings or events they need to design, prepare for and lead.***

### EXPERIENCE/SKILLS PROFILE MIGHT INCLUDE:

- Newly-minted career professionals
- Experienced meeting leaders who want to deepen and broaden their skills
- New or inexperienced meeting leaders looking for foundational knowledge and basic skills
- Leaders of all kinds who want to strengthen skills in particular areas (e.g. virtual meetings, global team meetings, managing difficult dynamics, consensus-building)

### TYPICAL ROLES MIGHT INCLUDE:

- Managers and supervisors
- Divisional or business leads
- Program or project managers
- Member relations managers
- Human Resources professionals
- Focus group moderators
- Business analysts
- Coaches and mentors
- Agile or scrum project leaders

## CUSTOMIZED LEARNING CONTENT:

Clients work with Guided Insights to choose topics and focus areas most relevant for each cohort, which will determine the timing and number of virtual workshops. Some modules may contain multiple focus areas. Topics that call for an in-depth conversation with skills practice, such as managing dysfunctional dynamics, typically require their own module.

### SOME FOCUS AREAS TO CONSIDER:



- Designing meetings that keep people actively engaged
- Setting clear expectations
- Managing dysfunctional dynamics
- Making meetings more inclusive
- Blending asynchronous and synchronous meeting tools for better meeting preparation and engagement
- Creating realistic agendas that produce results on time, every time
- Flexible facilitation on the fly – how and when to go off script
- Making prework more compelling
- Achieving consensus without angst
- Navigating cross-cultural dynamics
- Group decision-making
- Methods for small-group and large-group processes
- Facilitating for innovation



### MEETING TYPES MIGHT INCLUDE:



- Internal team/staff meetings
- External client/member meetings
- All-Hands meetings
- Strategic planning
- Employee resource groups
- Action planning
- Problem-solving
- Project retrospectives
- Project kick-offs
- Group learning sessions



## BENEFITS OF THIS UNIQUE LEARNING COMMUNITY OF PRACTICE

- **Follows the 70-20-10 rule of adult learning:** 70% of learning takes place on the job, 20% from others, and 10% from foundational learning
- **People retain skills and knowledge better** when they learn in manageable “bites” spread out over time, with opportunities to reflect, share and practice
- **Participants focus on a variety of meeting types and facilitation methods** most relevant for their everyday work
- **Content, skills and activities mirror the culture,** dynamics, needs and challenges of each cohort, making new skills easier to remember, practice and apply
- **Managers, coaches and mentors have tools that make it easier for them to provide support,** reinforce new skills and provide candid feedback
- **Participants provide and receive ongoing mutual support** from peers, managers
- **Everyone gets real work done during each session,** since they’re focusing on real-life facilitation challenges and opportunities





## PROGRAM TIMING

Participants will spend an average of about four hours of learning and practicing skills related to each major theme, or topic. We expect the average program to run somewhere between six to 10 weeks, depending on the needs of each learning cohort.





# Let's talk!

**Want to develop confident, competent facilitators capable of designing and leading consistently productive, rewarding meetings throughout your organization?**

**Contact me at [nancy@guidedinsights.com](mailto:nancy@guidedinsights.com) to see how we can help.**



Helping hybrid, remote and in-person teams get important work done, faster, with less friction, from wherever they are.

*Nancy*

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