

# 21 Secrets of Facilitation

On-demand training to improve your facilitation and meeting skills.



Leadership  
Strategies

## Why it Works

These self-paced eLearning modules cover the fundamentals of effective facilitation. They include the principles and methodology of facilitation with proven techniques on how to motivate a group, build consensus, manage dysfunction, maintain focus, generate ownership and inspire people to action.

Our easy-to-use online learning format can be completed in a short time and applied immediately to your work. The 25 eLearning videos cover 10 core principles and 21 key secrets of facilitation.

## Learn How To

- Get groups to develop and agree upon workable, realistic plans or solutions to issues.
- Create a vision that motivates people to action.
- Engage groups in developing solutions and generate ownership that leads to results.
- Utilize a comprehensive approach used by top facilitators– from getting a session started, to focusing the group, to managing dysfunction, to closing the session.

## Ideal For

- **Managers / Executives / Facilitators / Trainers /**
- **Consultants / Sales Professionals / Analysts**

## Who Need To

- Lead a task force
- Establish a strategic direction
- Run better meetings
- Get a business process operating efficiently
- Establish performance objectives
- Work through conflict/internal strife
- Define the specific needs of a user community

## Duration

Self-Paced

Approx. 2.5 hours

## Objectives

- Define facilitation
- Identify the key facilitation principles
- Describe and demonstrate 21 facilitation secrets based on the 10 key facilitation principles

## MODULES

### Getting Started

- Course Introduction
- Facilitation Defined
- The 10 Key Principles

### Principle 1: Preparing for Success

- Preparing for a Session

### Principle 2: Getting the Session Started

- Set the Stage with Your Opening: Inform, Excite, Empower, Involve

### Principle 3: Focusing the Group

- Set the Course with Checkpoints
- Use Your PeDeQs

### Principle 4: Respecting the Power of the Pen

- Writing What Is Said
- Avoid Lulls While Writing

### Principle 5: Information Gathering

- Ask Great Starting Questions
- Brainstorm to Generate Ideas
- Group to Categorize

### Principle 6: Managing Dysfunction

- Understand Dysfunctional Behavior
- Address Dysfunction Effectively

### Principle 7: Consensus Building

- Level-1 Disagreement
- Delineate Alternatives
- Level-1 Solved
- Level-2 Disagreement
- Level-3 Disagreement

### Principle 8: Keeping the Energy High

- The Three Levels of Energy
- Energy Levels 1, 2, and 3

### Principle 9: Closing the Session

- Review the Key Topics
- Review Parking Boards

### Principle 10: Agenda Setting

- Prepare a Detailed Agenda