

Course 176:

Dynamic Facilitation

(2 days)

Course Description...

Facilitation is an invaluable tool used to leverage the best practices of software development utilizing iterative and collaborative group meetings. Effective use of facilitator lead session and related techniques often leads to an accelerated time schedule along with reduced overall project cost.

The purpose of this course is to illustrate and teach best practices in facilitation that lead to effective and efficient meetings. Applied workshops and role-playing techniques are used to emphasize learning concepts.

Learning Objectives...students learn

- Understand the multiple roles and procedures of a facilitator
- Learn to develop an agenda
- Apply time management to meetings
- Control meeting situations
- Diffuse conflict
- Gain experience through workshops in key aspects of planning, execution, and closing meetings.

Who should attend...

Audience includes business managers and analyst, software process engineers, quality assurance professionals, project managers, and software practitioners, with an interest in facilitating and to increase their own insights and help improve organizational processes.

Prerequisites...

No specific prerequisites are needed.

See next page for a detailed course outline...



Course Outline...

Introduction and Overview

Course Objectives

Chapter 1: Introduction

Chapter Objectives

Concepts

- Facilitator defined
- Purpose of Facilitation
- Learning to work together
- Facilitation Guidelines

Chapter Summary and Best Practices

Chapter 2: Facilitator Preparation and Planning

Chapter Objectives

Meetings

- Good meetings
- Bad meetings
- Logistics
- Potential meeting tools
- Preparing the participants

Planning Overview

- Why
- Who
- When
- Where
- What
- Charters
- Agendas

Workshop 2.1: Creating an Agenda

Chapter Summary and Best Practices

Chapter 3: Facilitation the Meeting

Chapter objectives

The Meeting Process

- Ice Breakers
- Ground Rules
- Role of the facilitator

Workshop 3.1: Starting the Meeting

Focusing the meeting

- Questioning Techniques
- Common Situations
- Process Intervention and Desired Outcomes
- Group Behavior
- When to intervene



- How to intervene

Workshop 3.2: Facilitating Group Situations

Staying on Time

- Possible situations
- Controlling the situation

Workshop 3.3: Managing Time to Agenda Schedule

Chapter Summary and Best Practices

Chapter 4: Reaching Consensus

Chapter Objectives

Tools and Techniques

- Poll the room
- Constructive responses
- Written thoughts
- Parking lot
- Brainstorming
- Nominal Group Technique
- Multi-voting
- Guided discussions
- Fish Bowl

Workshop 4.1: The group isn't agreeing: take control

Chapter Summary and Best Practices

Chapter 5: Closing the Meeting

Chapter Objectives

- Summarize the meeting
- Review actions items
- Discuss follow-up
- Dropping out

Workshop 5.1: The groups wants to know status and I don't know the answers?

Chapter Summary and Best Practices

Chapter 6: Facilitator Traits and Skills

Chapter Objectives

Facilitator Skills

- Specialized skills
- Flexible ego
- Confidence
- Patience
- Fast thinker
- Articulate
- Sense of humor
- Creativity

Workshop 6.1: I get no respect!

Chapter Summary and Best Practices



Chapter 7: Applying Facilitation to Business Process

Chapter Objectives

Potential IT Sessions

- Vision
- JAR
- JAD
- Data Modeling

Chapter Summary and Best Practices

Chapter 8: The Bottom Line

Course Summary

Please contact your ROI representative to discuss course tailoring!!!