

Facilitation Skills for Project & Team Work Environments

The 21st Century Management Skill:
The difference between managing and leading.

Creating an environment to make things happen.

Managing a team or project can be about controlling process—or about generating results—then it's called "leadership". One of the key factors in leadership is inspiring your team to want to achieve things for you. And facilitation helps foster just such an attitude. We've all heard the expression "lead, follow, or get out of the way". A skilled facilitator can do all three with appropriate balance and timing, and inspire others to do likewise.

Who Should Attend

Anyone responsible for managing complex teams and business projects. Including Team Leaders, Project Managers, Committee Chairs, HR Directors and trainers, Operations, Engineering and Systems people, senior Corporate Planners or Organizational Development heads, Department Heads, Independent Management Consultants and Employee Relations Managers.

What You Will Learn

The complete Manager-Facilitator skill-set to keep your people on track, following a clear problem-solving process, and capable of managing their own conflicts. A focused leadership style that helps ensure your staff will make creative, high quality decisions, while staying energized, and committed to taking action. You'll learn to communicate better; to understand group development and dynamics, including the inevitable conflicts; and reliable methods for problem resolving—and to inspire others to do so.

Seminar Content

- Workshop format, with direct opportunities to practice individual self-managed communication and group facilitation skills.
- The Facilitative Leader vs. The Team Manager or Committee Chair
- Facilitative Leadership & Self-Managed Communication
- The 6 qualities driving all Self-Managed Communication
- Facilitated Conflict Resolution in Project Teams
- The Characteristics of Effectively Functioning Teams
- "HIGH IQ" Team Decision Making

- Facilitative Leadership For Effective Team Meetings
- Facilitative Leadership & Team Problem Solving
- Practice: Facilitating Creative Problem-solving

Prerequisite

None

Your Facilitator

Mark Norman has been working with organizations focused on improving performance, empowerment and creativity since 1992. His work has led him to contribute to organizational change, leadership development, supervisory development and team-building in the municipal, food and beverage, pulp and paper, automotive, educational and public sectors. His clients particularly underline his excellent design skills, his expertise at dealing with team and organizational dynamics, his ease at working with front line employees, supervisors and senior managers, and his ability to facilitate open and constructive sessions that focus on concrete results.

Duration

2 or 3 day versions



Skills that WORK.

COLLEGE
Loyalist
Training & Knowledge Centre