

# FACILITATION SKILLS WORKSHOP & INFLUENCING WITHOUT AUTHORITY

## COURSE CODE

2052

## COURSE COSTS

contact us for details

## DURATION & LOCATION

2 days - online and onsite\*

\*min of 8 for onsite delivery

## DEVELOPMENT UNITS

14

## PRE-REQUISITES

Some experience with projects will be helpful.

## AUDIENCE

This course is intended for anyone who finds themselves in the position of having to influence people without having the right level of authority.

## DESCRIPTION

Facilitation means 'to make easier'. In other words the facilitator's real job is to make it easier for a group to accomplish its goals and objectives. Skilled facilitation helps facilitators and teams to recognize and effectively deal with problems, generate ideas, create project deliverables, improve processes or simply, to be more productive in less time with better results. This course teaches participants 'best in class' skills to enable effective group performance. Participants are engaged and learn through dialogue, feedback, videotaping and group activities.

How do we establish enough influence over key stakeholders to get our work done when we have no 'real' authority over them? We know what needs to be done and we know how to do it, yet we cannot get our boss, our colleagues, and yes, even the people who report to us, to do 'the right thing.' Some days it feels like we are just banging our head against the wall. The result...a whopping headache!

# KNOWLEDGE AREAS COVERED

## PMBOK KNOWLEDGE AREAS

Project Communications Management | Project Stakeholder Management | Project Human Resources Management | Project Risk Management

## BABOK KNOWLEDGE AREAS

Underlying Competencies | Strategy Analysis | Elicitation and Collaboration | Business Analysis Planning & Monitoring

## KEY LEARNING OBJECTIVES

- define the role of facilitator and differentiate it from leader and manager
- recognize the critical success factors for effective meetings
- apply the critical components in creating an effective environment for group activities
- conduct meetings in a more efficient manner to produce desired results through management of content, process and structure techniques
- utilize the key facilitation skills of observation, diagnosis and intervention
- demonstrate listening skills targeted at getting others to talk
- demonstrate effective intervention techniques to deal with behavior that is off-track from the agenda
- develop back-on-the-job meetings and possible intervention implementation plans