

Effective Meeting Facilitation

Key Learning Outcomes

- Learn how to get yourself into the most effective state of mind for the meeting.
- Understand your own personality style and learn how to read other people's key personality styles. Use this to get the best interaction and engagement from people in the meeting.
- Experience using techniques for dealing with strong personalities and disruptive behavior,
- Learn how to use Neuro-Linguistic Programming (NLP) techniques to enhance the way you communicate and read others' non-verbal communication.
- Practice using the techniques learnt in a fun and respectful environment, and develop personal action plans to use these techniques at your future meetings.

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Group exercises
- ✓ Film clips
- ✓ Technique application practice
- ✓ Role plays
- ✓ Personal action planning

Course Outline

Morning Session

09.30 – 10.45 Self Management

- Knowing Your Personality Style
- Resourceful and Unresourceful States
- Getting yourself in the Right State of Mind

11.00 – 12.30 Meeting Behaviour Management

- Identifying the Participant's Personality Styles
- Practicing Behavioural Flexibility
- Dealing with Disruptive Behaviour

Afternoon Session

13.30 – 15.00 Communication Effectiveness in Meetings

- Paying attention to Eye Movement
- Communicating through Your Body Language
- Meeting Energy Management
- Questioning Techniques – for getting the information you need
- Chunking up and Chunking Down

15.15 – 16.45 Putting it all Together

Practice and coaching session using all the techniques learnt

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 2