

Facilitating Collaborative Discussion - Get results from your meetings 14 & 15 October 2016, Napier 1.5 day course

On: Friday 14th 9 - 5 pm & Saturday 15th 9 - 12.30 pm
At: Anchorage Motor Lodge (26 W Quay, Ahuriri, Napier)

The course is:

- ✓ **Practical**
- ✓ **Keeps you actively involved**
- ✓ **Teaches proven, successful methods**

The training aims to increase participants:

- *understanding and experience of a range of practical facilitation techniques to suit a wide range of meeting situations*
- *confidence to manage important meetings, be assertive and encourage working relationships*
- *potential to gain good quality information and useful results from meetings*
- *skills for responding to differences and conflict.*

Day 1 Friday 14 October

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| 1. | Introductions, discovering your past experience and check the programme. Any requests for other topics? Identify what separates facilitation from other interventions. | 9 - 9.25 am |
| 2. | What you bring to the meeting that makes a difference Know your style and the choices to make in the facilitation role you adopt. What difference might these choices make to the meeting? | 9.25 - 10 am |
| 3. | Setting up meetings to encourage cooperation and achieve results Which approach - Appreciative inquiry or problem - problem solving This session applies a method of planning meetings and process so that people are encouraged to participate and to achieve the needed meeting results. A focus will be the design of meeting agendas to reflect the uniqueness of each situation. Small groups will prepare agendas for real cases and receive feedback from the full group on the strengths and potential improvements to their plan. Your own cases can be used. Tea break included | 9.25 - 11.30 am |
| 4. | Facilitation techniques A range of tools for encouraging constructive communication, understanding points of view, gathering useful information and building agreements will be identified. Several of these techniques will be modelled and practised with an emphasis on: <ul style="list-style-type: none"> • framing facilitative questions to ensure ideas are discussed constructively and independently of any personal biases or preconceived outcomes • summarising the progress or 'state of play' during the meeting. | 11.30 - 12.30 md |

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| 5. | Review the main messages so far We will apply a facilitation approach to identifying favourite course messages useful for your work. | 12.30 - 12.45 pm |
| 6. | Lunch | 12.45 - 1.30 pm |
| 7. | Skills to help create a safe environment for open discussion – Part 1 Several facilitation skills to help people feel acknowledged, to build understanding and to encourage people to take a fresh look at the issues are presented and practised. Exercises will explore methods and consequences of: - acknowledging feelings, goals, facts, assumptions, beliefs, common ground, differences. - framing talks to get to the heart of what needs to be discussed. | 1.30 - 2.20 pm |
| 8. | Simulation - facilitate a meeting The final session of the day will be a meeting simulation exercise. This is aimed at providing an opportunity to test out learning from the earlier sessions. Several people will share facilitation of the meeting so that a range of techniques are put into action. Coaching is provided during the simulation. Feedback from participants on what skills and ideas were most effective in making the meeting work will help establish the best approaches to apply in real situations. Tea break included | 2.20 - 3.40 pm |
| 9. | Skills to help participation in open discussion – Part 2 Several techniques designed to encourage constructive participation, to moderate overly powerful people and to build common ground will be experienced. This session will be facilitated by the trainer with participants trying out and evaluating the merits and limitations for their meetings of methods to: - encourage thinking beyond current knowledge and ideas - generate ideas without 'put downs' or criticism. | 3.40 - 4.40 pm |
| 10. | Summary of the day and favourite 'take away' messages | 4.40 - 5 pm |

Day 2 Tuesday 15 October

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| 11. | Remember past meetings. What made them work well or be regrettable experiences. | 9 - 9.15 am |
| 12. | It's only conflict - we can manage that! This session looks at how differences or conflict influence meetings and how we can support people to move beyond the conflict. There will be an emphasis on: <ul style="list-style-type: none"> • becoming comfortable in the presence of conflict • techniques that support people to both disagree and keep talking. | 9.15 - 10.15 |
| 13. | Tea break | 10.15 - 10.30 |
| 14. | Simulation of a conflict meeting | |

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| | Using a meeting fraught with differing levels of conflict participants will work with the trainer to apply and assess facilitation intervention skills. | 10.30 - 12.10 pm |
| 15. | Course summary, what we have learnt and evaluation | 12.10 - 12.30 pm |

Trainer
Gay Pavelka

Trainer
Gay Pavelka has provided training for business, local government, government departments, education, health, environment, and community organisations since 1988. She is highly experienced in preventing and managing conflict in workplace, public and personal issues. Through her private practice, Gay provides mediation, facilitation and training services to a similar wide range of clients and her collaboration skills courses are always popular. She is a fellow and panel member of the Arbitrator's and Mediators Institute.