

Facilitation of Stakeholder Engagement Processes

The Challenge

Designing and facilitating stakeholder engagement activities so stakeholders enjoy the experience of learning and working together and provide useful input on decisions that affect them. Making the most of face to face time with stakeholders and building positive relationships. Avoiding stakeholder meetings becoming terrifying fights with angry and emotional people.

What is this course about?

- Understanding facilitation.
- The skills needed to effectively facilitate stakeholder meetings both large and small.
- The ethics of facilitation and the core competencies required from facilitators.
- Testing and practising a number of facilitation techniques to develop confidence in when and how to use them.

Why do it?

For increased skills and confidence in planning and facilitating meetings of stakeholders. You will use a checklist for preparation so that you think through systematically all the components of a successful meeting. You will be able to open and close meetings with confidence and construct useful questions to move a group along when it gets stuck. You can draw on a range of at least 10 facilitation techniques to manage tricky situations and you will practise a range of innovative group activities. While managing difficult people is always challenging you will learn a number of ways to prevent these situations from occurring in the first place and others to help you manage them if they do. Finally you will learn from observing and providing feedback to other participants as they practise their new skills.

What is special about our approach?

You will start practising facilitation from the moment you walk into the room and you will walk out feeling positive about your abilities as a facilitator. We take the appreciative approach to teaching facilitation and demonstrate 30 ways to identify a great facilitator so you focus on what you want more of rather than on the difficulties and challenges of facilitation.

What will you get?

- A certificate from Twyfords indicating completion of the course.
- Significantly increased understanding of the values, principles and practice of facilitation.
- Confidence in your own abilities as you practise different techniques and activities.
- A new network of colleagues as an ongoing resource for learning.

How do you find out more?

Contact Michelle Balchin on +61 2 4226 4040 or visit our website www.twyfords.com.au