

# Fine arts of Facilitation

## For presentations, negotiations, meetings and networking

### Outline

Facilitation is a necessary art for anyone running meetings, holding presentations, negotiating deals or managing network opportunities.

How do we know if others in the room are engaged and listening? How do we know if we really have them on board? And how do we enable people to express their views in a way that also takes account of the needs of others?

Whether you lead projects from the boardroom, represent your company with clients and partners, or manage a team, improved facilitation skills will ensure you handle situations with a fresh flow and ease. You will be more able to keep objectives in mind, and to ensure that you are making the most efficient use of everybody's time. And you will be better equipped to handle lively or difficult groups with authority, whilst establishing a genuine sense of respect and trust.

### One-day and Half-day Options

The course is available as a half day or full day, exploring the following themes:

#### Half day:

- I Gaining connection, maintaining direction
- II Combining authority with respect
- III Ensuring everyone feels heard and has a voice

#### Full day – the above, plus:

- IV Managing 'difficult' behaviours, sticky situations and 'awkward' groups
- V Building flow, ease and confidence

*Your training style, listening carefully, identifying our individuality and catering to it, exemplifies how your model is a fantastic approach to others when adapted and personalised.*

Administrator for Network and Regional Events,  
international company



### Course Aims

- To increase and generate new skills in facilitation.
- To build ease and flow within important or high-level situations.
- To improve performance through greater awareness within groups.

### The course will increase your ability to:

- Understand the nature of connection and motivation in a group.
- Engage others in a quick, natural and effective manner.
- Direct proceedings with authority.
- Maintain clarity and direction.
- Make requests with confidence in meetings.
- Present the 'you' that will achieve the best results.
- Ensure that you are listening.
- Ensure that others know you are listening.
- Empower others to express and listen.
- Balance the needs of all people present.
- Build subtle skills in communication, for increasing trust.
- Handle difficult or challenging group situations.
- Represent your ideas, department or organisation at its best.

### For further details, contact:

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*'I highly recommend [your trainer]. She manages an excellent balance between responding to my experiences of the moment and moving me forward in the acquisition of new skills to deal with complex organisational and interpersonal challenges.'*

### Approach and Methods

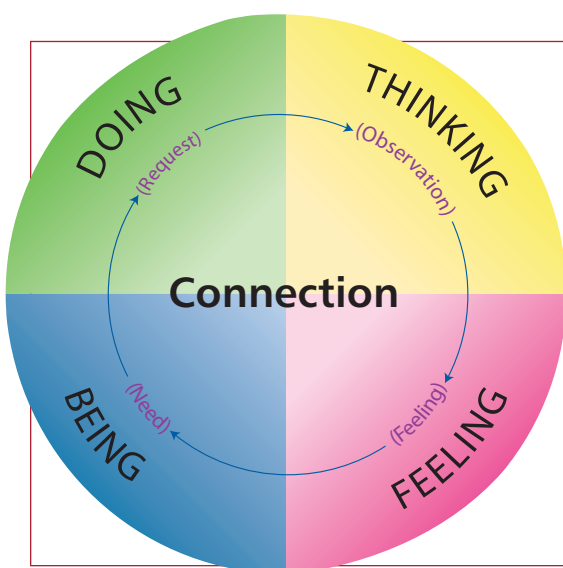
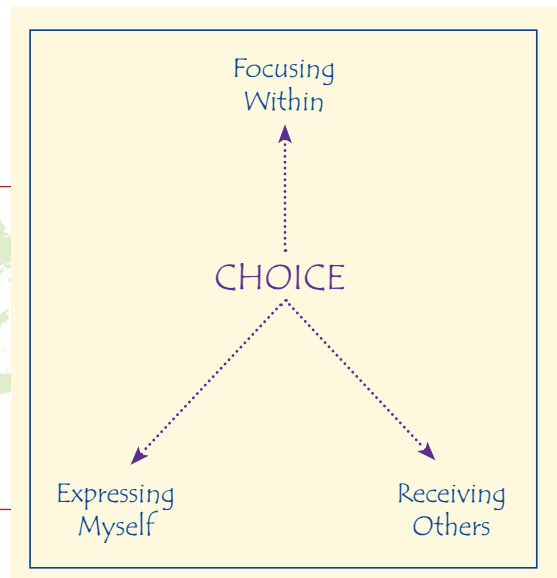
The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

### Learning

Communication is closely related to how we act and behave. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with others. Increased awareness of these choices leads to better decision-making, more productive meetings, and enhanced ability to meet our outcomes.

### Central Model

The central model is an adaptation of Nonviolent Communication™, a process developed internationally in high-conflict situations for mediation and reconciliation. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, and resolving difficulties and conflicts when they arise. It also fosters an atmosphere of openness and trust between colleagues, partners and customers which radically increases the quality of working lives, and has a dramatic impact on performance.



### Needs-based Communication

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.

*'I wanted to say thank you once again for a course that has been incredibly interesting and powerful for me. Your delivery of all that information was superb...'*



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