

## Advanced Team Facilitation and Change Management

### Why are facilitation skills so important in today's work environment?

Every great leader possesses the ability to engage a team through facilitative leadership. The “facilitator” is a guide or “discussion leader” for a group of people. The process of facilitation is a way of providing leadership without taking the reins. A facilitator’s job is to get others to assume responsibility and take the lead. If you want to do good planning, keep members involved, and create real leadership opportunities in your organization and skills in your members, you **need facilitator skills**. The more you know about how to shape and run a good learning and planning process, the more your members will feel empowered about their own ideas and participation, stay invested in your organization, take on responsibility and ownership, and the better your organizational communication will be.

### What Does a Facilitator Focus On?

A facilitative leader focuses on both content and process. They are the “content and process leader.”

**Content** = What tasks, subjects, problems are being addressed?

**Process** = How things are discussed, including:

- Methods
  - Procedures
  - Format
  - Tools
  - Style of interaction
  - Group norms
  - Group dynamics
  - Group climate
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## The Two Types of Facilitator Roles

Process Facilitator	Content Facilitator
How	What
The methods and procedures	The subjects for discussion
How relations are maintained	The tasks
The tools being used	The problem being solved
The rules or norms set	The decisions being made
The group dynamics	The agenda items
The climate	The goals
	The key results

### The Content Facilitator as “Facilitative Leader”

The type of leader in innovative organizations need is one who works from a set of core values consistent with the concepts of empowerment, commitment, collaboration, learning and partnership. This type of facilitator uses core values and principles that underlie the role of facilitator and provide a foundation for becoming a “facilitative leader.” A process facilitator and a facilitative leader use the same core values and principles, but apply them in different ways consistent with their roles. Many facilitative leaders are in fact people leading implementation teams or directing and managing their own business units. Hence, they have more authority to make decisions for their group while serving as facilitator during meetings or planning sessions.

Our exclusive facilitator certification blends the knowledge, skills and abilities required of both a process facilitator and a leadership facilitator, equipping the facilitator with the tools to be agile and adapt to any organizational need, whether being strategic planning, project management, process improvement, team meetings, and change management.

### Our Key Learning Objectives:

- Demonstrate best practices for facilitation
- Integrate facilitation principles to performance base activities (aligning values to desired behaviors)
- Develop skills for generating collaborative team discussions and meetings
- Learn trust building techniques
- Understand and apply change management methods
- Apply facilitative problem solving methods using LEAN tools
- Acquire practical application of facilitation tools and techniques

### **Module 1 – Understand and Develop Facilitation Skills**

Provides an overview of facilitation and frameworks for thinking about Process Engagement Leadership (PEL). Principles are organized around four flows of activity that need to be managed in group processes. Additionally, practical instructions for creating a solid foundation of basic skills organized within a PEL Model that shows a path through the four flows.

### **Module 2 – Practical Problem Solving Tools & Techniques**

Provides tried and proven techniques to build a framework for identifying problems/gaps, or opportunities and building performance based solutions with group consensus.

### **Module 3 – Facilitation Best Practices**

Provides proven facilitation recipe cards for each activity. In this module, you will learn and apply these techniques at a mentor level.

### **Module 4 – Designing Group Process**

Outlines fundamental methods to designing meetings, team startups and longer processes, including step by step planning templates. Tips and techniques to facilitating virtual teams.

### **Module 5 – Advanced Practices**

Dives into the challenges of conflict management, decision making, and communication that arise in more complex group processes. Tools and techniques will be equipping the facilitator to actively engage the team with a win-win strategy.

### **Module 6 – Change Management**

Our GAPP change management model contains the process, tools and techniques to manage the people-side of change to achieve the desired results with long term sustainability.

### **Certification / Certified Lean Facilitator**

Participants in our Advanced Team Facilitation and Change Management course will receive a certificate of completion. Those who have completed our Lean Certification program will have the opportunity to receive our Certified Lean Facilitator designation by completing an additional project demonstrating the facilitation and change management techniques covered in the course.