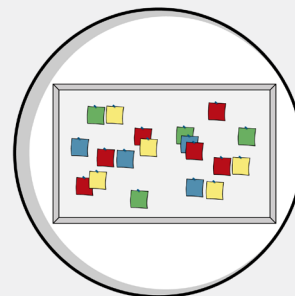









# FACILITATION

We understand facilitation as the support of groups to make the best possible use of all resources. This support is usually provided at the process level. Facilitators provide these groups with methods, tools, and skills that enable the other group members to concentrate on the content of the task.



## FACTS

-  **LANGUAGE**  
German  
English
-  **COURSE TYPE**  
Presence Training  
Online Training  
Blended Learning  
E-Learning
-  **REQUIREMENTS**  
None
-  **AVAILABLE**  
Inhouse  
Online
-  **CONTACT**  
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[office@coverdale.at](mailto:office@coverdale.at)  
[www.coverdale.at](http://www.coverdale.at)
-  **FACTSHEET ONLINE**  


## TRAINING DESCRIPTION

In this training, you will learn how to facilitate meetings and workshops so that the groups achieve the desired result. We highlight facilitation settings, where all participants are in the room, and remote settings, where all or at least parts of the group are in virtual spaces.

This program is primarily aimed at small groups or individuals and is equivalent to face-to-face training.

## TIPS FOR FACILITATORS



Participants verbally attack each other and get into a vicious circle of reaction and counter-reaction, even physically intervening and asking for the parties' concerns and alternative solutions. Usually, the situation then quickly relaxes because the other party to the dispute is taken out of focus, and the flipchart takes centre stage.

Make sure you have a sufficiently large time window. There will be no breakthrough if there is not enough time to let the dynamic process run.

If the topic evokes little or no emotion in the participants, the method is unsuitable for this case.

## CONTENTS AT A GLANCE

### FUNDAMENTALS

- Definitions
- Aiming
- Meeting Process
- The Facilitator's Role
- Facilitation Process

### MEETING FORMATS

- Status Meeting / Stand up
- Decision-making Meeting
- Project Kick off
- Reviews / Retros

### WORKSHOP FORMATS

- Development Workshop
- Problem-solving Workshop
- Team Retreat
- (De)-escalation Workshop

### BASIC TECHNIQUES CRASH COURSE

- Flipchart and Accessories
- The Metaplan / Post-it Method
- Online Collaboration Tools
- Meeting Platforms

### MODERATIONS – TOOLBOX FOR MEETINGS AND WORKSHOPS

- Warm-up
- Finding ideas
- Evaluating and Editing Ideas
- Working with Problem Analysis Schemes
- Tools for Team Retreats
- Design Thinking
- Dynamic Facilitation