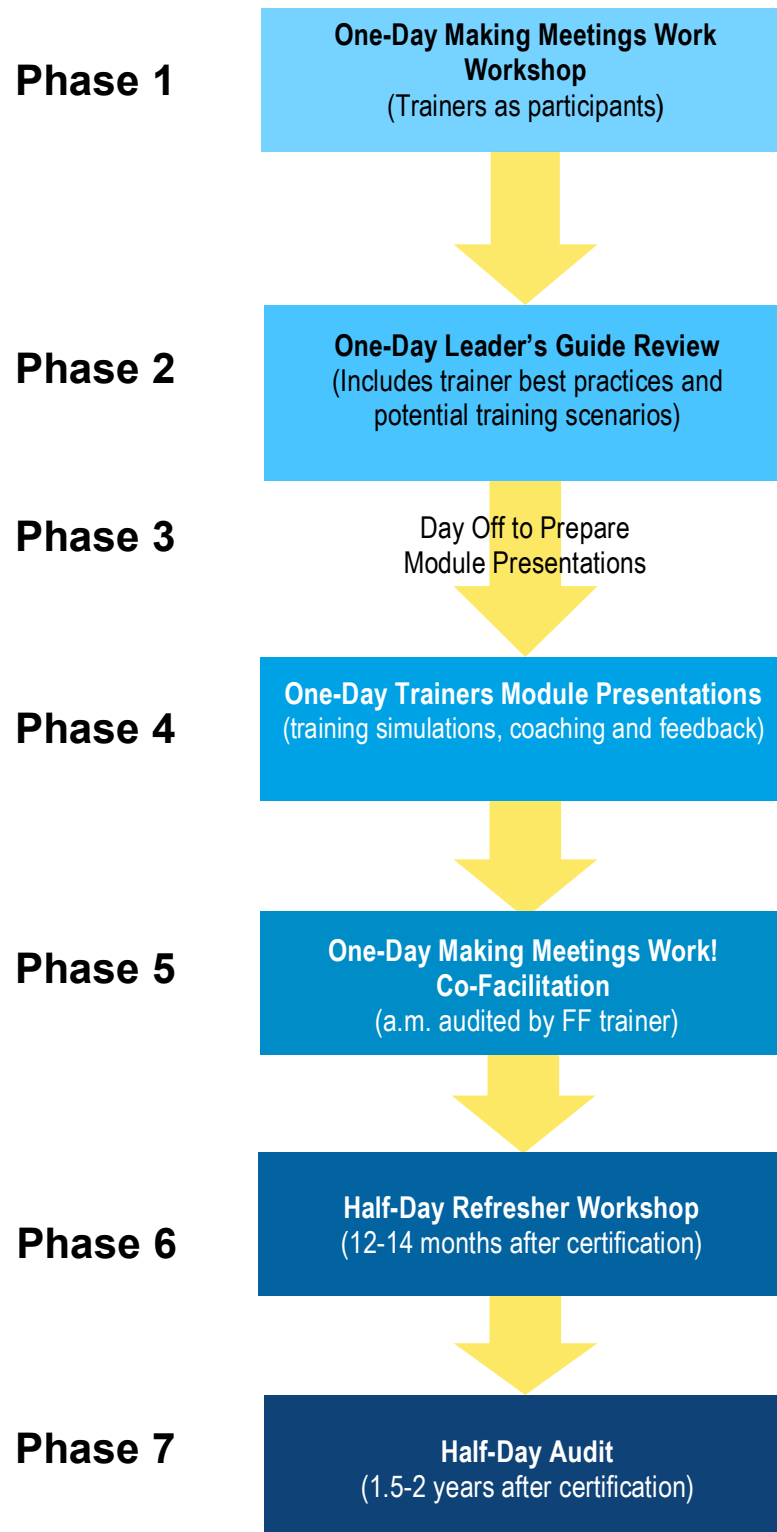




In-House Trainer Licensing Program

Making Meetings Work!



Why this workshop?

Since 1992, Facilitation First has been widely recognized as 'top of mind' for companies considering the training of meeting process facilitation. Our *Making Meetings Work!* workshop has been honed by our top trainers and uses the national bestselling pocket guide 'Facilitation at a Glance!' as its textbook.



Why bring this workshop in-house?

Facilitation is fast becoming a core competency of all managers within organizations. Having in-house ownership of this training program enables you just-in-time training at a fraction of the cost required to pay Facilitation First facilitators. For the cost of running less than eight workshops through Facilitation First, you have unlimited rights to train *Making Meetings Work*. As well, modifications of the key case studies enable you to customize to your organization's needs and thus enhance the relevance of the skills being taught. In-house training promotes process facilitation expertise, enabling workshop facilitators more insight into facilitating meetings. You therefore are not only enhancing trainer competency but 'process facilitation' competency as well.

About the trainers

Our Master Trainers each have over 15 years experience facilitating virtually all types of groups and meetings from either a 'process' or 'training' perspective. They have the flexibility to 'go deep' when required and role model excellent facilitation skills throughout the training experience. Their work ranges from facilitating critical issues with First Nations people to facilitating strategic planning with executive groups. Their experience is key to assisting trainers in addressing their concerns and ramping them up to a level where they feel competent to training the program.

Participant Certification Prerequisites

- A minimum of 2-3 years interactive training experience
- Some ability to facilitate groups
- A passion for helping people to help themselves!

Train-the-Trainer Phases and Objectives

Phase 1: Participation in the One-Day *Making Meetings Work!* Workshop

- To enable in-house trainers the ability to experience the **One-Day *Making Meetings Work!* Workshop** in its entirety as participants. Specific objectives during this day include:
 - a) To ensure participants are well grounded in the basic roles of a facilitator and the core facilitation practices
 - b) To provide skill building via experiential instruction, peer feedback & coaching
 - c) Observation of expert facilitator leading the workshop
 - d) Client may record the workshop for playback purposes
 - e) Participants provide feedback post-workshop for purposes of ensuring content relevance
 - f) Provide opportunity for other staff to attend (maximum = 15 people)
 - g) To arm all workshop participants with the knowledge, skills and strategies for:
 - i) Scoping and designing meeting processes
 - ii) Helping groups sort/prioritize options
 - iii) Proactively managing conflict through norms
 - iv) Assessing their learning and how to ensure carryover

Train-the-Trainer Workshop Objectives (cont'd)

Phase 2: One-Day Trainer's Guide/Process Notes Workshop

- To review the necessary workshop leader process notes, scripts necessary for facilitating the **One-Day *Making Meetings Work!* Workshop**
- Address 'what if' scenarios
- Allocate module presentations to each potential trainer

Phase 3: Module Preparation Time

- To enable the participants time off to prepare for presentation of a specific workshop module

Phase 4: One-Day Module Presentations & Feedback

- For all participants (i.e. trainers) to present a module of the workshop for coaching and feedback purposes
- To set Phase Five training dates and assign co-trainers

Phase 5: Co-Training of *Making Meetings Work!* Workshop

- Working in pairs, partners present the one-day workshop
- Senior Facilitation First trainer to attend a.m. to audit and provide feedback
- Decision point as to certify:
 - a) *Yes*: Trainer is now allowed to lead the workshop
 - b) *No*: Trainer must engage in another co-facilitated workshop



Phase 6: Half-Day Refresher Workshop (12-14 months after certification)

This Refresher is at the discretion of Facilitation First should your company only facilitate a maximum of 6 workshops in the year after certification. If so, a half-day refresher workshop will be a required phase. This half-day workshop will ensure key train-the-trainer objectives and course material have been retained and that trainers have an opportunity to address

issues that surfaced during their first workshop training.

If more than 6 workshops are facilitated in the first year, the half-day Refresher workshop is at your organization's discretion.

Phase 7: Half-Day Audits of *Making Meetings Work!* Workshop

- Will occur 18-24 months post-certification to ensure continuity in expected delivery levels