

**OFFICE**

STR. CALOIAN JUDETU, NR.3A,  
SECTOR 3, BUCURESTI, COD 031111

**PHONE**

+4 021 326 81 70

**FAX**

+4 021 326 81 70

**EMAIL**

INTERACT@I-INTERACT.RO

**WEB**

[WWW.I-INTERACT.EU](http://WWW.I-INTERACT.EU)

## **Open Course Advanced Facilitation Skills<sup>©</sup>**

**September 4-5, 2019**

**Interact, Bucharest**

Advanced Facilitation Skills<sup>©</sup> is a 1.5-day open course dedicated to those who want to develop their abilities to facilitate team meetings. The main themes tackled revolve around common but important challenges facilitators usually face: maintaining the public's level of energy, managing difficult conversations, getting to the gist of the matter, aligning perspectives at a group level, and most importantly, achieving the main goal of the meeting and conducting preliminary interviews with the sponsor and the participants in order to discover what are the difficult subjects for them.

Through the different principles, techniques and models discussed during the workshop participants discover efficient and concrete ways of facilitating team meetings, with focus on collaboration and clear communication.

This course is suitable for external facilitators or managers who organize team meetings.

### **Key learnings:**

- Apply efficient facilitation techniques
- Prepare the meeting together with the team
- Prepare an efficient follow-up
- Investigate and identify the objective of the meeting together with the participants and the sponsor(s)

## Course details:

- 1.5-days, 9:00 – 17:00 (day 1), 9:00 – 13:00 (day 2)
- trainer: Lucian Mihai
- when: 4-5 September 2019

## Agenda:

### Module 1: Preparing and presenting the meeting to participants

#### a) Preparing the meeting

- Understanding the purpose of the meeting: who are the key players? What are the main needs? Who is the sponsor?
- Understanding team dynamics and the real needs of the team: interviews with the participants
- Re-calibrating the purpose of the meeting together with the sponsor, if necessary
- Setting the milestones of the meeting

#### b) Presenting the meeting to participants

- Announcing the meeting: influencing/preparing the message
- Discussions with key players: HR and team manager

### Module 2: Facilitating the meeting

- The art of hosting a team meeting: general atmosphere, the room's ambient, setting the frame
- Renegotiating with the participants the milestones of the meeting
- Setting the rules
- The observer versus the facilitator role: contributing with caution while encouraging everyone to participate
- Managing digressions: what is/isn't relevant for the purpose of the meeting
- Tools for facilitation (world café, 1-2-free, round-robin, online live group polling)
- Visual facilitation: the visual map of the meeting
- Questioning techniques
- Managing objections
- What we changing starting tomorrow? Group decision making techniques, idea evaluation techniques
- Managing power relationships: how we identify power poles, who we manage their influence during the meeting
- Action plan: Start-Stop-Continue

### Module 3: Follow-up

- Follow-up meeting with the team
- Follow-up meeting with the sponsor

#### Interact trainer:



**Lucian Mihai** is Partner at Interact. He has gained managerial experience in the domain of professional services and sales management, as well as IT distribution. Lucian is a trainer and a consultant within the Interact Development Department.

Regarding the training field, Lucian has gained extensive experience in different industries in a few key areas: management, especially people management, business communication and relationships. Lucian has several international accreditations, besides being a Master Trainer in the international network Think on Your Feet®.

The multicultural area and its impact on communication and management is one in which Lucian has put a lot of passion and effort. He has delivered consultancy and training programs in Austria, Bulgaria, Croatia, France, Hungary, Portugal and Turkey. Lucian Mihai was elected "Trainer of the year for 2008" in Romania.