

# Facilitating international meetings

2 days

## OBJECTIVES

- ✓ To explore the facilitation process and the role of a facilitator.
- ✓ To understand how culture affect meeting dynamics
- ✓ To learn how to adapt one's facilitation approach to the style of the group members
- ✓ To practise a range of facilitation skills and techniques
- ✓ To address barriers to productive meetings

## Who should attend?

Senior executives, HR experts, team leaders, project and line managers.

## Training approach

The workshop combines discussion, theory, small group activities, practical exercises, one-minute radio broadcasts, case studies, role play and a meeting simulation.

## Language

English.

## PROGRAMME

### Setting the scene

- Activity - The information exchange

### Introduction to cross-cultural facilitation

- Facilitator's role
- Key skills and qualities of effective cross-cultural facilitators
- Case study - Cultural dimensions which impact meetings

### Approaches to facilitation

- From loosely structured to highly structured
- The facilitative/directive continuum

### Planning and preparing a meeting

- Defining the purpose of the meeting and setting objectives
- Setting the agenda and participant roles
- Choosing appropriate processes for each agenda item
- Accommodating cultural norms and expectations

### The facilitation process

- Opening the meeting and establishing ground rules
- Engaging participants and managing the time
- Steering the meeting toward a productive outcome
- Reaching an agreement and closing the meeting

### Exploration of personal facilitation style

- Self-diagnostic exercise

### Handling difficult situations

- Reconciling different viewpoints and objectives
- Dealing with impasse situations
- Resolving cultural misunderstandings and conflicts

### Putting it all together

- Simulation
- Highlighting areas of confidence
- Pinpointing areas for improvement

