

## Chairing and Facilitation Techniques

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Suitable for anyone in the organisation who has to chair a meeting with either colleagues or external personnel and are responsible for gaining maximum participation from participants

Objectives:

Delegates will be made aware of the skills needed for chairing and facilitation a meeting and learn how to control the meeting by practicing the key skills

Content covers:

- Understanding facilitation, chairing and training
- Facilitation Skills
  - Benefits
  - Barriers
  - Preparation
  - Preparation for the meeting
  - Equipment required
  - Setting the agenda and objectives
  - Use of facilitation tools for involvement
  - Interpreting difficulties and resolving conflict
  - Follow-up action and methods
- Chairing Skills
  - Owning the meeting
  - Maintaining control
  - Ensuring understanding
  - Gaining agreement
  - Closing the meeting

Programmes can be tailor-made to your specific requirements.

### Course Category

#### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

#### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

#### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

#### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

#### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

#### Bite Size Training Tasters