

Facilitator Training

- Overview** In our experience, teams are able to significantly improve their ability to deliver results when internal resources skilled in providing facilitation and coaching in the areas of analytical tools, methodology, teamwork and interpersonal skills are readily available. As “keepers of the process”, facilitators partner with the team to enhance their effectiveness, with the goal of transferring their skills to the team.
- Purpose** This workshop is designed to train people who can help CI teams and any other teams to improve their effectiveness and to get results quickly.
- Results** Participants will learn how to:
- help teams determine the best approach to eliminating waste
 - help others use of the simple tools for data gathering & analysis
 - help others use the Conway 8-step model for problem solving and process improvement
 - establish and use ground rules
 - conduct process checks for group self-reflection and performance improvement
 - identify and deal with the problems that teams frequently encounter
 - additional techniques for group problem solving and decision making
 - use and improve the team’s communications skills, including active listening and conflict resolution
 - plan and conduct effective meetings
 - provide basic coaching for individuals and teams
 - identify and overcome barriers
- This workshop is highly experiential and is built around simulations of actual meetings, to provide hands-on experience in applying the concepts.
- Who should participate** Although designed specifically for team facilitators, this workshop will benefit anyone in a supervisory position who wants to build the effectiveness of his or her team.