



Expert Facilitation of Groups and Teams

Effective facilitation enables development, learning and performance of the group or team. It provides shared learning, creates shared ownership and results in shared goals.

LeaderShape are experts in facilitating team and group workshops and master classes.

Our programmes focus on creating the ability to:

- ✔ Coach - provide personal development drawn from the knowledge and experience of the individuals in the room
- ✔ Build consensus
- ✔ Transfer and share knowledge from an expert or from within and across the group / team
- ✔ Make decisions
- ✔ Develop Action Learning through discussion and development of solutions for real live issues.

The **Top 10 key** characteristics of an excellent facilitator:

1. Takes responsibility for the process, not the content
2. Ensures there is clarity of objectives and that focus on these is retained
3. Establishes a non-threatening environment that encourages engagement
4. Makes sure everyone has an equal opportunity to participate
5. Asks open questions rather than providing answers, and probes responses
6. Is tolerant of ambiguity, curious and open to learn
7. Spots and highlights differences of opinion
8. Even when transferring knowledge, limits the time spent on "telling" and maximises the time "discussing"
9. Makes sure individuals are stretched to develop their own opinions and ideas
10. Ensures each participant has take-aways and actions and they are communicated and committed to everyone in the room.

"Excellent facilitation can develop the capability and performance of members of a group or of a team as a whole at a rate and to a level beyond that which they thought feasible."

The benefits of the LeaderShape approach to facilitation are:

- ✔ Ensures everyone participates and is engaged – which creates ownership
- ✔ Enables the reaching of consensus more quickly
- ✔ Accelerates learning by enabling all participants to learn from each other
- ✔ Ownership, consensus and learning generate performance

The benefits for leaders:

- ✔ Provides an opportunity to move away from a commanding / pace-setting style
- ✔ Enables them to obtain objective input from people at all levels in the organisation
- ✔ Uses all the knowledge available in the organisation
- ✔ Provides for presenting views as questions rather than answers and thus opening up the debate
- ✔ Develops buy-in and ownership to decisions

"Facilitation is best practised in a safe environment while participating in other group learning modules".

For further information on our services contact us on **0870 990 5576** or visit our website at www.leadershape.biz