



# Master Facilitator Programme

MASTER TRAINER  
INSTITUTE

[www.mastertrainer.ch](http://www.mastertrainer.ch)

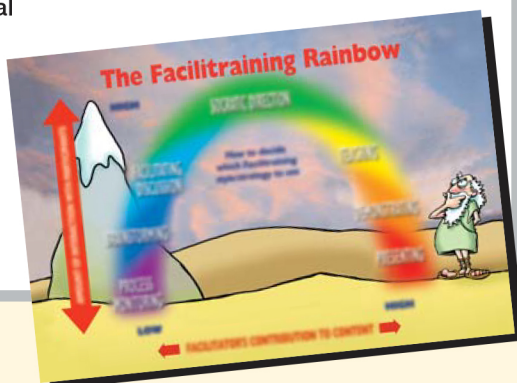
*Advanced facilitation techniques for all those who are challenged to help get the very best out of people*

## WHY?

Nowadays, with the increasing pressures on organisations to produce results quickly, the role of facilitator has grown to professional proportions.

The vital processes which help groups and individuals learn and develop, plan strategies, gather information, solve problems, manage conflicts or simply reach consensus must therefore be guided by sensitive, well-trained professionals.

"excellent! what else can I learn at MTI?"



## Schedule

### DAY 1

Icebreaker and introductions

#### The Facilitator grid

#### The Facilitation Rainbow

- What is facilitation and how do we decide which strategy/style to use in which situation?

#### The Facilitation plan

- How to prepare for a professional facilitation session

#### 10 Session Skills

#### Questioning Techniques

- The secret of good facilitation
- Individual and group exercises to practise the techniques

#### The Facilitation Diamond

- A universally applicable facilitated problem-solving process

### DAY 2

#### Recap of Day 1

- Reframing techniques
- Group exercise on a 'live' problem

#### Listening skills workshop

#### Facilitation Workshop

- In each of the 6 workshops, a participant facilitates a 30-minute session on a chosen subject with a prepared plan and skills objectives to meet, followed by 15 minutes feedback from the coach and the group

#### Facilitation workshop

#### Challengers Workshop

- How to deal with difficult participants
- 'Vernissage' of findings

#### Facilitation workshop

### DAY 3

#### Recap of Day 2

- Facilitation Workshop
- Dealing with conflict

#### Facilitation workshop – Energisers

- How to revitalise a flagging group

#### Facilitation workshop – The Wizard of Oz factor

- Action planning

### FEES:

The participation fee is CHF 2700 which includes all handouts and materials, lunches and refreshments.

## WHO?

- All Managers called upon to run meetings where decisions need to be made
- Internal and external consultants running challenging meetings with varying opinions in the room
- Project leaders, including those responsible for the quick development of temporary teams
- People leading innovation within their organisation
- People who need to identify problems and find solutions

"exceeded expectations"

## WHAT?

By the end of this workshop you will have ...

- practised those selected skills and methods which need further development and used some more advanced techniques such as stimulating useful controversy, dealing with challenging participants and giving people feedback on estimated potential.
- reviewed the attitudes and values required of a master facilitator and refined your ability to demonstrate those which you endorse.
- identified and put into practice several applications in your own work for the Talking Wall approach to visualising and prioritising information in problem-solving sessions.
- explored and designed a 'mix and match' process to suit your facilitation situations.
- received coach and peer feedback.



## When & where

Please see our website for dates of our public programmes, or contact us if you would like to organize a Master Facilitator Programme workshop (or any other event) exclusively for your company.

Email: [Richard@mastertrainer.ch](mailto:Richard@mastertrainer.ch)

Tel: (+41) 022 772 07 25  
(+41) 079 202 93 48