

**American Management Association's  
The Effective Facilitator:  
Maximizing Involvement and Results**

***Learning Objectives***

- Define and Describe Facilitation and the Role of Facilitator
- Develop Greater Awareness of Self and Leverage Strengths of Personal Style
- Demonstrate Facilitator Values and Attitudes
- Utilize Key Facilitation Skills of Observation, Diagnosis, Intervention and Assessment
- Develop Visual Practitioner Skills
- Plan for Successful Facilitation Experience

***Exploring Facilitation***

- Define Vocabulary of Facilitation Field
- Create and Use Guidelines for Group Interaction
- Identify the Qualities and Skills of a Facilitator
- Describe the Role of Facilitator
- Differentiate Among the Roles of Facilitator, Leader, Manager, and Consultant

***Understanding Yourself***

- Determine Your Own Style and Preferences
- Describe How Behavior Styles Can Affect Individual and Group Functioning
- Develop Strategies to Leverage Your Style and Preferences to Maximize Involvement
- Discuss Values and Attitudes of Facilitators

***Essential Skills for Effective Relationships***

- Discuss Values and Attitudes of Facilitators
- Address the Challenge of Multiple Roles—Leader, Manager, and Facilitator
- Listen at Deeper Levels
- Talk in Ways That You Will Be Heard
- Confront Behaviors Effectively

## ***Setting the Stage for Success***

- Describe the Four Phases of the Facilitation Process
- Explain Foundational Skills of Facilitation
- Distinguish Between Interpersonal Interventions and Process Interventions
- Use a Process Analysis Tool to Observe Forces That Are Out of Your Control and Plan Interventions

## ***Developing Visual Practitioner Skills***

- Explore the Field of Visual Practitioners
- Describe Different Types of Visual Practitioners
- Develop and Practice Drawing Skills: Containers, Icons, Figures, and Lettering
- Discuss the Nature and Importance of Listening Skills for Graphic Recording, Facilitating, and Coaching
- Plan to Incorporate Visual Practitioner Skills into All Phases of Facilitation
- List and Describe Methods, Techniques, and Resources for Visual Practitioners

## ***Optimizing Results from Your Facilitation Work***

- Organize the Essential Elements of Effective Facilitation Work
- Assess Your Own Skills
- Identify a Challenge in Your Work Setting and Ways to Overcome It
- Plan Your Next Steps in Professional Development