

Facilitation Skills for Continuous Improvement

Our intensive one day workshop is for Continuous Improvement practitioners seeking to enhance skills, build confidence and achieve the best possible outcomes from team based work. The programme is focussed on facilitation and workshop skills in the context of some of the core tools and techniques used in the Lean and Lean-Six Sigma methodologies. Case studies, real-world examples, videos, exercises and team-based discussions are used to bring the learning to life.

Why choose this training?

- Build the skills and confidence of your Continuous Improvement practitioners in order to optimise these valuable resources for your business
- Encourage participation and engagement in improvement sessions
- Make efficient use of the time spent in meetings and workshops
- Adopt best practice tools and techniques, gleaned from more than 30 years of experience and lessons learned
- Present a professional approach when working with customers, suppliers and partners
- Ensure that meetings and workshops achieve the best outputs possible
- Enable team-based working



What people are saying

- “Good level of interaction and engagement”
- “Very good approach – thought provoking and challenging”
- “Good follow up to Green Belt Training”
- “Brilliant engaging trainer”



Who is the course for?

This training is suitable for all continuous improvement practitioners – those leading projects, running workshops or Kaizen events, undertaking problem solving, or anyone who works with others to get things done. Some knowledge of continuous improvement tools will be assumed; e.g. problem statements, process maps and SIPOC diagrams.

The content covers the spectrum from basic to advanced thinking, therefore adds value to facilitators at every level.

“Facilitation is fast becoming a core competency for anyone who’s on a team, leading a task force, heading up a committee or managing a department”. Ingrid Bens

Contact us for more information.

Course Content

The programme is composed of the following sections:

- **The Basics**
 - Preparation, agenda/timing, workshop tools and materials
 - The role of pre-calls and pre-work
 - Getting the right environment for the work
 - Good and bad practice with common presentation tools and techniques
- **Starting Well**
 - Beginning with punch!
 - Setting expectations, roles and responsibilities – who can help/hinder us?
 - Car Park and Ground rules for managing behaviour
 - Use of photographs and daily ‘Newspapers’
- **The Effective Facilitator**
 - Opening out and Closing down; Engaging others
 - Using the room and establishing the Dynamic
 - Body language
 - Synthesising and summarising
 - Decision-Making approaches
- **Workshop Activities – Getting the Best from**
 - Problem Statements and SIPOC
 - Affinity Diagrams
 - Current and Future state process mapping
 - Creative thinking tools – Brainstorming (positive and negative), 6 Thinking Hats, Springboarding
 - Fishbone and 5-Whys
 - Prioritisation tools
- **Dealing with People**
 - Managing behaviours and conflict
 - Interventions
- **Ending Well**
 - Ending tools
 - Action planning and Action Chronology

Supporting Materials

Attendees will receive a copy of all materials and exercises used during the session, along with useful tools and templates aimed at putting the learning into practice.