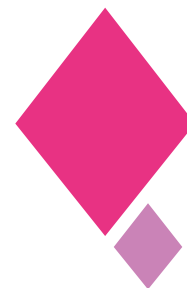


Facilitation and Presentation Skills Course



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Day 1 —

09.00 **Registration**

Welcome and Introduction to the course

*Representative of the healthcare organization
Healthcare Quality Quest course leader
Participants share their backgrounds and personal learning objectives*

Facilitation — Meaning, roles, techniques and skills

Brief presentation

Facilitating teams to make decisions and clarify issues — Helping groups to become teams, using consensus-building techniques and helping teams clarify an issue

*Brief presentation
Small groups use consensus-building techniques and an affinity diagram to make a decision and clarify an issue
Feedback on the groups' experience*

10.45 **Break**

11.00 **Facilitating teams to make decisions and clarify issues (continued)**

12.30 **Lunch**

13.30 **Facilitating teams to test commitment to decisions — Using tools to help a group understand what it is facing**

*Brief presentation
Small groups practise using a testing commitment tool
Feedback on the groups' experience*

15.00 **Break**

15.15 **Facilitating teams to analyse a work process — Using tools to help a group see exactly how a work process is or should be carried out**

*Brief presentation
Small groups practise process analysis
Feedback on the groups' experience*

17.00 **Adjourn for the day**

Day 2 —

08.45 Reflections on learning

Participants summarize their personal learning points from Day 1 in their Learning Diaries

09.00 Convene

Major points from reflection on Day 1

Participants and the course leader reflect on learning from Day 1 and questions

Facilitating teams to understand what's involved in achieving a desired outcome — Using a tool to plot the work involved backwards from an outcome

Brief presentation

Small groups practise tree diagramming

Feedback on the groups' experience

Facilitating teams to investigate and problem solve — Using tools to learn best practice and causes of problems

Brief presentation

Small groups practise benchmarking and problem-solving tools

Feedback on the groups' experience

10.45 Break

11.00 Facilitating teams to investigate and problem solve (continued)

Facilitating teams to select effective strategies for change — Matching strategies to types of change needed

Brief presentation

Small groups practise defining the exact outcome of change and selecting change strategies

Feedback on the groups' experience

12.30 Lunch

13.30 Facilitating teams to select effective strategies for change (continued)

Planning and developing strategies for facilitation — Being a D-I-P-L-O-M-A-T

Brief presentation

Individuals practise preparing to facilitate a group

15.00 Break

15.15 Planning and developing strategies for facilitation (continued)

Planning the way forward — Applying the lessons

Participants decide how to apply what has been learned during the course

Summary of course, questions and course evaluation

Brief summary

Participants complete an evaluation of the course

17.00 Adjourn