

Effective Workshop Facilitation

<i>Course logistics</i>	
Duration	1 day, on-site
Professional Development Hours provided by the course	7
Code	BMWSHF1



Course Description/Objectives:

This practical, hands-on course is designed to make preparing for and running workshops easier. Designed especially for Business Analysis Practitioners, it focusses on a range of practical and applicable facilitation tools and techniques.

The course aims to help practitioners achieve the confidence they need to effectively facilitate tricky workshops.

Course Content:

The course is highly customisable and covers a range of topics, including:

- **Why choose a workshop:** An introduction giving insight into *why* workshops are useful, the core roles that are involved, and how we might *prepare* for them (including how to select the attendees).
- **Stakeholder Insight:** Techniques for understanding our stakeholders, and how this might affect how we plan and run our workshops, and how it might affect the techniques we use. How to prepare our stakeholders for a workshop, and situations when it might be useful to hold pre-meetings with our stakeholders.

- **Facilitation for Business Analysis:** Techniques for using facilitated workshops for elicitation, analysis and validation, including:
 - Techniques for 'kicking off' a workshop
 - Keeping people 'on track' and 'in scope'
 - Practical application of creative thinking techniques (brainstorming and 'brainstorming enhancers')
 - Using facilitated workshops for process modelling
 - Use of a collaborative discussion technique ("Fishbowl")
 - Reviewing requirements with structured walkthroughs
- **Conflict to Consensus:** Managing expectations and dealing with conflict--before, during *and* after the workshop! Including:
 - Why conflict occurs
 - Recognising conflict
 - Practical negotiation techniques
- **After the workshop ends:** A brief discussion on how to *document* the output from a workshop, and what to do next.

During the course, a case-study will be introduced and attendees will have the opportunity to practice a range of facilitation and conflict resolution techniques. Delegates will be encouraged to discuss their own projects and examples too.

Inclusive Material:

Each delegate receives a printed copy of the **Blackmetric Course Manual** which contains a concise summary of the course.

