



Centre for  
Management  
Technology®  
into our 25<sup>th</sup> year

A 2-day course on

# *Facilitating Effective Meetings & Business Discussions*

8 - 9 May 2008 ■ JW Marriott Hotel, Kuala Lumpur

## ***COURSE HIGHLIGHTS:***

- Defining The Characteristics Of Effective Facilitation
- The Dynamics Of The Group
- Planning And Structuring Facilitation
- Communication Skills For Facilitators
- Managing Conflict
- Bringing The Session To A Close

## ***METHODOLOGY:***

*This course will consist of delivery of the concepts of facilitation by the course leader, followed by short, practical sessions in pairs or groups. Participants will have the opportunity to practice techniques and ideas learnt during the course.*

## OVERVIEW

Peter Senge of MIT says 'Today everyone in business is into "teams", but learning how to "think together" involves very high-level skills that few managers have'.

When groups of people get together in today's organisation, time is like gold dust. We all have to learn how to use this precious time to help people think imaginatively, communicate clearly, learn from each other and come up with workable solutions to problems. Facilitating meetings and business discussions effectively has now become vital not only for successful managers, but also or the successful technical specialist.

This course explores the skills, qualities and processes used by effective facilitators to help others maximize their contribution by creating and managing the right environment.

## OBJECTIVES

This course aims to **provide participants with the principle skills and processes in the facilitation of meetings and group discussions to draw out and process audience input for the purpose of moving a discussion forward.** Participants will also **learn how to recognise group dynamics and motivations through dialogue, feedback and consensus building.**

## Day 1

Thursday, 8<sup>th</sup> May 2008

- 9:00 **DEFINING THE CHARACTERISTICS OF EFFECTIVE FACILITATION**
- Purpose and process of facilitation
  - Benefits of facilitation to others and to the business
  - Establishing the role of the facilitator
  - Identifying the style of the facilitator
  - Skills and qualities of an effective facilitator
- 10:30 Coffee Break
- 10:45 **DEFINING THE CHARACTERISTICS OF EFFECTIVE FACILITATION (CONT)**
- 1:00 Lunch & Zohor
- 2:00 **THE DYNAMICS OF THE GROUP**
- Understanding and observing group behaviour
  - Identifying participants needs and expectations
  - Establishing common goals
  - Guiding the group to solutions and decisions
- 3:30 Tea Break
- 3:45 **PLANNING AND STRUCTURING FACILITATION**
- The stages of effective facilitation
  - Basic design rules
  - Workshop tools and techniques
  - Putting the programme in place
- 5:00 End of Day One

## Day 2

Friday, 9<sup>th</sup> May 2008

### 9:00 COMMUNICATION SKILLS FOR FACILITATORS

- Listening and questioning – picking up clues and signs from the group
- Facilitating from a distance – maintaining neutrality
- Motivating and sustaining the group
- Watch the Body Language
- Consensus building – recognising when decisions need to be taken

10:30 Coffee Break

### 10:45 COMMUNICATION SKILLS FOR FACILITATORS (CONT)

1:00 Lunch & Zohor

### 2:00 MANAGING CONFLICT

- Differentiating between constructive and destructive criticism
- Characteristics of dysfunction behaviour
- Strategies for managing dysfunction behaviour
- Techniques for dealing with difficult people and groups

3:30 Tea Break

### 3:45 BRINGING THE SESSION TO A CLOSE

- Steps to closing
- Techniques for reviewing
- Debriefing the sponsor

5:00 End of Course

### AFTER ATTENDING THIS COURSE, YOU WILL RETURN TO YOUR JOB...

- Identifying and explaining the **process and values of facilitation**.
- Identifying the **roles, responsibilities, skills and qualities of an effective facilitator**.
- **Assessing your current skills against a range of facilitation styles**.
- **Maintaining neutrality while working as facilitator**.
- **Recognising group dynamics and motivations**.
- Building consensus and address resistance.
- **Maintaining energy and participation in a group**.
- Developing **strategies to manage dysfunction**.

### WHO SHOULD ATTEND

*The course is suitable for managers and professionals from all sectors who facilitate groups or teams and who would benefit from developing their skills to achieve successful team/group outcomes.*

Program topics, speakers and schedules published herein are confirmed as at printing time. Please refer to the event's timetable page at [www.cmtevents.com](http://www.cmtevents.com) for the most up-to-date information.

# REGISTRATION

Facilitating Effective Meetings  
And Business Discussions

Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 Email \_\_\_\_\_  
 Tel \_\_\_\_\_ Fax \_\_\_\_\_

Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/Postcode \_\_\_\_\_ Country \_\_\_\_\_  
 Approving Manager's Name \_\_\_\_\_  
 Position \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Fees:** The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

	1 Person	Group fee for 3 or more* (from the same company)
<b>Regular Fee</b>	<b>RM1,695</b>	<b>RM1,495</b> <b>(MIN SAVINGS OF RM600)</b>

\* Terms and conditions apply.

**Cancellations, Refunds & Transfers:** A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

**Cheques :** Crossed & payable to  
**"Centre for Management Technology Sdn Bhd"**

Photocopy Registration Form to Preserve Brochure Copy. May 2008

## TELEGRAPHIC TRANSFER

Account Name: **Centre for Management Technology Sdn Bhd**  
 A/C No: **3 - 0903390 - 12**  
 Bank: Public Bank Berhad  
 Branch: Grd Floor, Menara Public Bank Jalan Ampang  
 Swift Code: PBBEMYKL  
*TT must include additional RM10 for Beneficiary's Bank charges. Delegates must bear all bank charges and local taxes (if applicable). Fees must be NETT of ALL charges.*

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## TO REGISTER

Online: [www.cmtevents.com](http://www.cmtevents.com)  
 Email: [adminkl@cmtsp.com.sg](mailto:adminkl@cmtsp.com.sg)  
 Fax: (603) 2162 6393  
 Tel: (603) 2162 7322  
 Post to: Lot 7.03, 7th Floor, North Block, The Ampwalk,  
 218 Jalan Ampang, 50450 Kuala Lumpur

## CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded upon successful completion of each course. This serves as evidence of your personal and professional commitment to you career.

### COURSE TIMING

Registration: 8.30 am, Course Begins: 9.00 am,  
 Morning Coffee: 10.30 am, Lunch: 1.00 pm to 2.00 pm,  
 Tea Break: 3:30 pm, Course Ends: 5.00 pm

Register online ~ [www.cmtevents.com](http://www.cmtevents.com)

## LEARN FROM THE BEST

**NANCY ONG** is a certified trainer by Pembangunan Sumber Manusia Berhad (PSMB). She holds an **MBA** from the University of Strathclyde, United Kingdom, having initially qualified as a banker from the Chartered Institute of Bankers, United Kingdom. She is also a qualified teacher of English to Speakers of Other Languages (TESOL), awarded by Teach International, Australia.

She specialises in courses on Foreign Currency Management in International Trade; Credit Management; Trade Financing; Developing Business Plans; Business Writing and Communication; Presentation Skills; and Customer Relationship Management.

Her expert knowledge and experience in finance and customer service are her assets in the development of these courses to meet the needs of the market. Her training has been well accepted and rated by her participants both in the public and in-house programmes that she conducts.

Prior to corporate training, Nancy was in the banking and financial industry. During her service in OCBC Bank and EON Bank, she has gathered extensive experience in Customer Service, International Trade Finance, Branch Operations, Treasury Management, Project and Risk Management.