Dynamic Facilitation for Productive Meetings and Workshops Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #IS2778_162122

Course Introduction / Overview:

In today's collaborative and fast-paced professional landscape, the ability to guide a group toward a common goal is no longer a soft skill but a critical competency. Ineffective meetings drain resources, stifle innovation, and lead to team frustration. This course is meticulously designed to transform participants into confident and skilled facilitators capable of leading any meeting or workshop to a productive and successful conclusion. Drawing upon established principles from experts like Sam Kaner, author of "Facilitator's Guide to Participatory Decision-Making", this program delves into the science and art of facilitation. Participants will learn to manage group dynamics, foster inclusive participation, and navigate complex conversations with ease. BIG BEN Training Center has developed this immersive experience to move beyond theory, providing practical tools and techniques that can be applied immediately to drive engagement, build consensus, and achieve tangible outcomes. This training course is an investment in organizational efficiency, team cohesion, and leadership excellence, ensuring every meeting becomes a valuable use of time.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Human Resources Professionals and Trainers.
- Department Heads and Managers.
- Consultants and Business Analysts.
- Scrum Masters and Agile Coaches.
- Product Managers and Development Leads.
- Anyone responsible for leading meetings, workshops, or group discussions.

Target Sectors and Industries:

- Information Technology and Software Development.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Consulting and Professional Services.
- Engineering and Manufacturing.
- Telecommunications.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

- Project Management Office (PMO).
- Human Resources and Learning & Development.
- Operations and Logistics.
- Product Development and Engineering.
- Marketing and Sales.
- Strategy and Corporate Planning.
- Information Technology.
- Customer Service and Support.

Course Offerings:

By the end of this course, the participants will have able to:

- Design clear and outcome-focused agendas for meetings and workshops.
- Apply core facilitation principles to create an open and participatory environment.
- Master a variety of techniques for brainstorming, problem-solving, and idea generation.
- Effectively manage group dynamics, including difficult personalities and conflict.
- Guide groups through structured decision-making processes to achieve consensus.
- Utilize active listening and powerful questioning to deepen discussions.
- Adapt facilitation techniques for virtual and hybrid meeting environments.
- Confidently lead sessions that are engaging, productive, and achieve their objectives.
- Provide constructive feedback and effectively close a session with clear action items.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course rejects a purely lecture-based format in favor of a dynamic, hands-on learning environment where participants learn by doing. The curriculum is built around a series of interactive simulations, real-world case studies, and role-playing exercises that mirror the challenges facilitators face daily. Participants will work in small groups to plan and lead mock workshop sessions, receiving immediate and constructive feedback from both the instructor and their peers. The training incorporates group discussions, problem-solving activities, and interactive tools to explore complex topics like managing conflict and building consensus. This experiential approach ensures that participants not only understand the theoretical concepts of facilitation but also build the muscle memory and confidence required to apply these skills effectively in their own professional contexts. The focus is on practical skill development, ensuring every attendee leaves with a toolkit of proven techniques ready for immediate implementation.

Course Agenda (Course Units):

Unit One: The Foundations of Masterful Facilitation

- The role and mindset of a neutral facilitator.
- Distinguishing facilitation from training, presenting, and managing.
- Core principles of participatory engagement.
- Understanding and managing your own biases.
- The importance of active listening and powerful questioning.
- Establishing ground rules and a safe environment for discussion.
- Key competencies of an effective facilitator.

Unit Two: Designing and Planning for Success

- Defining clear and achievable meeting objectives and outcomes.
- Conducting stakeholder analysis to understand participant needs.
- Crafting a purpose-driven and logical agenda flow.
- Selecting the right facilitation tools and techniques for the objective.
- Logistics and preparation for in-person, virtual, and hybrid sessions.
- Creating a detailed facilitation plan and script.
- Communicating with participants before the session begins.

Unit Three: Core Facilitation Techniques for Engagement

- Leading effective brainstorming and idea generation sessions.
- Techniques for prioritizing ideas and information.
- Guiding a group through problem-solving frameworks.
- Managing energy levels and maintaining momentum in a group.
- Using visual aids and tools to enhance understanding and participation.
- Methods for summarizing discussions and capturing key points.
- Facilitating small group breakouts and report-backs.

Unit Four: Navigating Group Dynamics and Difficult Conversations

- Identifying and understanding different participant behaviors.
- Strategies for managing dominant and disruptive participants.
- Techniques for encouraging quiet or hesitant members to contribute.
- Navigating disagreements and surfacing underlying conflicts.
- Building consensus and facilitating decision-making models.
- Mediating difficult conversations between stakeholders.
- Maintaining neutrality and composure under pressure.

Unit Five: Advanced Facilitation and Virtual Environments

- Facilitating strategic planning and visioning sessions.
- Adapting facilitation techniques for virtual platforms.
- Tools and best practices for engaging a remote audience.
- Managing the unique challenges of hybrid meetings.
- Creative closing techniques to ensure commitment and action.
- Gathering feedback and conducting session retrospectives.
- Developing a personal action plan for continuous improvement as a facilitator.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the principles of neutral facilitation be adapted when the facilitator has a vested interest in the outcome of a discussion?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing intensely on the practical application of facilitation skills in complex, real-world scenarios. While many programs cover the basics, this training delves deeper into the psychology of group dynamics and the art of navigating difficult conversations, equipping participants with strategies to handle challenging personalities and high-stakes conflicts with confidence. A key differentiator is the dedicated and comprehensive unit on facilitating in virtual and hybrid environments, a critical skill in the modern workplace that is often treated as an afterthought. The methodology moves beyond theory, immersing participants in extensive role-playing and simulation exercises where they receive personalized, expert feedback. This focus on experiential learning ensures that skills are not just learned but are deeply ingrained. Rather than simply providing a list of tools, the course teaches the critical thinking required to select and adapt the right process for any situation, transforming attendees from meeting managers into true strategic facilitators who can drive collaboration and achieve meaningful results.