Facilitation Skills and Effective Meeting Management Training Course

07 - 11 Dec 2026

Vienna

5800 € (Per Person)

Ref: #PS3663_25146

Course Introduction / Overview:

In today's fast-paced corporate landscape, meetings are often perceived as time sinks rather than opportunities for progress. This perception, however, stems from a lack of effective facilitation and management skills. The "Facilitation Skills and Effective Meeting Management Training Course" offered by BIG BEN Training Center is meticulously designed to transform this narrative, equipping professionals with the expertise to orchestrate highly productive, engaging, and results-driven meetings. This comprehensive program delves into the core principles of group dynamics, communication, and decision-making, drawing insights from leading academic works such as Roger Schwarz's seminal book, "The Skilled Facilitator: A Comprehensive Resource for Consultants, Facilitators, Managers, Trainers, and Coaches." Participants will learn to navigate complex discussions, resolve conflicts constructively, and foster an environment where every voice is heard and valued. From crafting clear agendas and managing diverse personalities to leveraging technology for virtual and hybrid meeting facilitation, this course covers the entire spectrum of meeting excellence. It emphasizes practical, actionable strategies that ensure meetings move beyond mere information sharing to become powerful engines for innovation, collaboration, and strategic execution. By mastering these essential facilitation skills, attendees will significantly enhance their leadership capabilities and drive tangible organizational outcomes, making every meeting a valuable investment of time and resources.

Target Audience / This training course is suitable for:

- Managers and Team Leaders seeking to improve team productivity.
- Project Managers responsible for cross-functional collaboration.
- Human Resources Professionals involved in organizational development.
- Consultants and Trainers who facilitate workshops and client meetings.
- Department Heads aiming to streamline internal communication.
- Committee Members and Board Secretaries needing to manage formal proceedings.
- Anyone responsible for leading or participating in group discussions and decision-making processes.

Target Sectors and Industries:

- Corporate and Private Sector organizations.
- Non-profit and Charitable organizations.
- Government Agencies and Public Sector entities.
- Educational Institutions and Academic departments.
- Healthcare Providers and Administrative bodies.
- Technology and Software Development companies.
- Financial Services and Banking institutions.
- Manufacturing and Industrial enterprises.
- Consulting and Professional Services firms.

Target Organizations Departments:

- Operations and Production departments.
- Human Resources and Talent Development.
- Project Management Office (PMO).
- Sales and Marketing departments.
- Research and Development (R&D).
- Information Technology (IT) departments.
- Strategy and Planning divisions.
- Customer Service and Support teams.
- Legal and Compliance departments.

Course Offerings:

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

- Design and plan effective meeting agendas with clear objectives.
- Apply advanced facilitation techniques to guide productive discussions.
- Manage group dynamics and resolve conflicts constructively during meetings.
- Drive consensus and facilitate informed decision-making processes.
- Enhance participant engagement and foster inclusive meeting environments.
- Effectively facilitate virtual and hybrid meetings using appropriate tools.
- Measure meeting effectiveness and implement post-meeting follow-up strategies.
- Foster a culture of productive collaboration and continuous improvement within their teams.

Course Methodology:

The "Facilitation Skills and Effective Meeting Management Training Course" employs a highly interactive and experiential learning methodology, ensuring participants gain practical, real-world skills. Our approach at BIG BEN Training Center integrates a blend of dynamic techniques designed to maximize engagement and knowledge retention. These include interactive workshops where participants actively practice facilitation techniques in simulated scenarios. Extensive use of case studies allows for the analysis of common meeting challenges and the application of learned strategies. Group discussions and collaborative exercises encourage peer learning and diverse perspectives on effective meeting management. Role-playing activities provide a safe environment to practice managing difficult personalities, guiding discussions, and building consensus. Furthermore, the course incorporates practical exercises focused on designing agendas, setting objectives, and utilizing various facilitation tools. Continuous feedback from instructors and peers is a cornerstone of our methodology, enabling participants to refine their skills throughout the program. This hands-on approach ensures that attendees not only understand the concepts but can confidently apply them to transform their organizational meetings into highly productive and engaging sessions.

Course Agenda (Course Units):

Unit One: Foundations of Facilitation and Meeting Excellence

- Understanding the role and responsibilities of an effective facilitator.
- Defining clear meeting objectives and desired outcomes.
- Exploring the principles of productive group dynamics and team collaboration.
- Establishing clear meeting ground rules and expectations for participants.
- Identifying and overcoming common meeting challenges and pitfalls.
- The psychology of group decision-making and consensus building.
- Introduction to active listening, powerful questioning, and non-verbal communication techniques.

Unit Two: Designing and Planning Engaging Meetings

- Crafting compelling and results-oriented meeting agendas.
- Selecting appropriate meeting formats, structures, and tools for different objectives.
- Pre-meeting preparation strategies and effective participant engagement.
- Conducting stakeholder analysis and communication planning for meetings.
- Implementing time management strategies for meeting efficiency and focus.
- Developing effective meeting invitations and essential pre-reading materials.
- Utilizing technology and digital platforms for seamless meeting planning and support.

Unit Three: Mastering Facilitation Techniques for Impact

- Opening and closing meetings effectively to set and reinforce purpose.
- Guiding discussions, managing participation, and encouraging diverse input.
- Techniques for brainstorming, idea generation, and creative problem-solving.
- Facilitating consensus building, decision-making, and action planning.
- Managing difficult personalities, disruptive behaviors, and conflict constructively.
- Maintaining energy, engagement, and focus throughout meeting sessions.
- Summarizing key points, documenting decisions, and ensuring clear action items.

Unit Four: Advanced Facilitation and Complex Scenarios

- Facilitating virtual and hybrid meetings effectively, leveraging digital tools.
- Strategies for conflict resolution and mediating disagreements in group settings.
- Leading strategic planning sessions and complex problem-solving workshops.
- Facilitating cross-cultural and diverse teams for inclusive outcomes.
- Advanced questioning, probing, and reframing techniques for deeper insights.
- Dealing with unexpected challenges, adapting plans, and maintaining control.
- Building a culture of continuous improvement and learning in meeting practices.

Unit Five: Evaluating, Sustaining, and Leading Meeting Culture

- Measuring meeting effectiveness, productivity, and return on investment.
- Implementing robust post-meeting follow-up and accountability mechanisms.
- Documenting decisions, action plans, and key takeaways for future reference.
- Providing constructive feedback to participants and fostering a feedback culture.
- Developing personal facilitation style, leadership presence, and confidence.
- Fostering a positive, productive, and inclusive meeting culture within the organization.
- Continuous learning and professional development pathways for expert facilitators.

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 intentional design of meeting spaces, both physical and virtual, fundamentally alter the dynamics of group collaboration and decision-making processes?

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

This "Facilitation Skills and Effective Meeting Management Training Course" distinguishes itself through its holistic and deeply practical approach, moving beyond generic tips to provide profound insights into the art and science of effective group interaction. Unlike many programs that focus solely on tools, this course emphasizes the development of critical soft skills such as active listening, empathetic communication, and nuanced conflict resolution, which are indispensable for truly transformative meetings. We delve into the psychological underpinnings of group dynamics and decision-making, offering participants a deeper understanding of human behavior in collaborative settings. The curriculum is meticulously designed to address the complexities of modern work environments, including dedicated modules on facilitating engaging virtual and hybrid meetings, a crucial skill in today's globalized landscape. Participants will engage in extensive experiential learning through real-world case studies and simulated scenarios, ensuring they can immediately apply learned techniques to their organizational challenges. The focus is on fostering a sustainable culture of productive meetings, not just fixing individual sessions. This course empowers professionals to become influential facilitators who can drive meaningful outcomes, enhance team cohesion, and elevate the overall strategic effectiveness of their organizations.