Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Prepare for a facilitation event by asking critical questions
- ✓ Build an effective agenda
- ✓ Begin and end meetings on time
- ✓ Avoid distractions that lead a group off track
- ✓ Solve problems in a group
- ✓ Choose the most appropriate form of decision making with a group
- ✓ Employ group process skills to generate discussion and keep it moving productively
- ✓ Handle "problem" personalities
- ✓ Write meeting minutes that get read
- ✓ Increase accountability for individual tasks and follow-up items