Course : Facilitate high-impact meetings and manage complex situations

Practical course - 2d - 14h00 - Ref. CRG
Price : 1620 € E.T.

NEW

This advanced training course enables participants to take their meeting facilitation skills to the next level by developing the skills of a facilitator who adds significant value. They will learn to manage complex group dynamics, handle sensitive situations, and harness collective intelligence to make concrete and binding decisions.

Teaching objectives

At the end of the training, the participant will be able to:

- Analyzing group dynamics and complex situations in meetings
- Managing Disruptive Behavior and Tense Situations
- Design and facilitate activities that foster collective intelligence
- Facilitate collaborative decision-making and formulate binding decisions
- Analyze your facilitation skills and develop a personalized development plan

Intended audience

Managers and project managers with experience in facilitating meetings

Prerequisites

None

Practical details

Teaching methods

Self-assessment, role-playing, hands-on exercises, individual and group reflection... Tools and methods: active listening, prioritization matrix, difficult-person profile grid...

Course schedule

PARTICIPANTS

Managers and project managers with experience in facilitating meetings

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

1 Understanding Complex Contexts in Group Dynamics

Compétences visées

- Analyze the issues, the roles of the various actors, and the balance of power
- Identify group dynamics and weak signals
- Clarify your intention and establish a safe and engaging framework
- Adjusting Your Approach Between Facilitation, Moderation, and Leadership

Activités pédagogiques

- Identify power dynamics and the interplay of different roles based on situations experienced by the participants
- Assess your dominant role (facilitator/leader) and your comfort zones
- Mapping the participants in a complex meeting within its professional context
- Analyze real-life examples of complex meetings, identify facilitating factors and challenges, and share lessons learned as a group. Group debriefing.

Outils et méthodes

- Mapping of Stakeholders (Sociogram)
- Animation-Facilitation-Leadership Continuum
- A Framework for Understanding Group Dynamics

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

2 Handling Difficult Situations and Disruptive Behavior

Compétences visées

- Identify difficult personalities (confrontational, dominant, passive, rambling)
- Managing Tensions and Defusing Conflicts in Real Time
- Provide assertive feedback without dampening the group's momentum
- Maintain a constructive and productive atmosphere
- Use reframing techniques in real-life situations (DESC, rephrasing, framing)

Activités pédagogiques

- Identify challenging situations and their triggers, and develop a repertoire of responses
- Practice redirecting a participant and managing interactions by using assertiveness and redirecting techniques
- Apply the DESC method to tense situations described by the participants

Outils et méthodes

- DESC
- Assertiveness
- Active Listening
- List of Challenging Profiles

3 Fostering Collective Intelligence and Engagement

Compétences visées

- Designing participatory activities with high added value
- Use advanced facilitation techniques (co-development, World Café, etc.)
- Foster creativity and construction
- Involve all participants and ensure a balance in speaking time
- Produce collaborative deliverables (prioritized ideas, action plans, decisions)

Activités pédagogiques

- Design a facilitation sequence tailored to a specific objective (creativity, problem-solving, decision-making)
- Facilitate a co-development or World Café session in a sub-
- Identify the factors that drive engagement and ensure balanced representation
- Analyze current practices and identify opportunities for improvement

Outils et méthodes

- Co-development,
- Prioritization Matrix
- Divergence/Convergence Techniques
- World Café
- Project Accelerator
- Facilitation Techniques

4 Conducting Effective Decision-Making Meetings

- Decision-Making Process
- decision-making engagement gradient (advisory/consensus/consent),
- Decision Matrix
- RACI (Responsible, Accountable, Consulted, Informed)

Compétences visées

- Structuring a Collective Decision-Making Process
- Clarify decision-making criteria and roles (consultation, approval, etc.)
- Managing Disagreements and Mediating Effectively
- Formulate clear and binding decisions
- Analyze your practices and develop a plan for improvement

Activités pédagogiques

- In small groups, simulate a decision-making meeting that incorporates real-world constraints and formulate a well-reasoned collective decision
- Mediating a disagreement among participants and guiding the group toward a decision
- Choose the appropriate decision-making method based on the type of issue and the stakes involved
- Draft a binding decision (who, what, when, monitoring indicators)

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Dates and locations

REMOTE CLASS
2026 : 7 Dec.

2027 : 15 Mar., 17 June, 16 Sep., 6 Dec.

PARIS LA DÉFENSE
2027 : 8 Mar., 10 June, 9 Sep., 29 Nov.