

Facilitation Excellence



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Facilitators have a significant role to impact behavior changes which in turn impact business outcomes. Excellence in this role requires competence, confidence *and* continued practice, feedback, and coaching.

FranklinCovey has coached and certified hundreds of thousands of client facilitators globally using our virtual certification process, and we hear the need and desire for further support to maximize the effectiveness and impact of facilitators. Increasingly, facilitators are looking for additional insights and coaching to elevate their content knowledge, facilitation and platform skills, and help them deliver engaging and impactful experiences, whether Live In-Person or Live-Online.

Introducing *Facilitation Excellence*

With *Facilitation Excellence*, new and experienced facilitators learn practical and relevant engagement skills, tools, and techniques to elevate their deliveries of Live In-Person and Live-Online work sessions. These six 90-minute modules increase the competence and confidence of facilitators to deliver FranklinCovey solutions with excellence. All of the modules are interactive and participants get feedback and coaching from the FranklinCovey consultant leading each session.

CHALLENGE	SOLUTION
Facilitators rely on the script to deliver work sessions.	Facilitators proactively create interaction and engagement, ask great questions, and maximize value from all learning activities.
Facilitators struggle with virtual platform skills, and Live-Online deliveries suffer as a result.	Facilitators are confident and competent in using Zoom, Webex, or Teams platform features, ensuring that Live-Online work sessions are engaging and impactful.
Facilitators have a fixed mindset on how to engage learners (whether Live In-Person, or Live-Online).	Facilitators look for new ways to engage and empower learners (whether Live In-Person, or Live-Online).

Objectives

MODULE	OBJECTIVES
Content Deep Dive	<ul style="list-style-type: none"> • Explore key models of a FranklinCovey solution to ensure understanding. • Gain confidence with discussing the content. • Practice handling tough questions.
Facilitation Skills	<ul style="list-style-type: none"> • Create interaction and engagement. • Ask great questions. • Maximize videos and exercises.
Platform Skills Part 1 (for Zoom, Teams, or Webex)	<ul style="list-style-type: none"> • Share content. • Use communication basics. • Leverage breakout rooms. • Manage security.
Practice Delivery and Feedback	<ul style="list-style-type: none"> • Practice facilitation (and platform) skills to engage the group. • Receive specific feedback on how to improve engagement and impact.
Platform Skills Part 2 (for Zoom, Teams, or Webex)	<ul style="list-style-type: none"> • Construct formal polls. • Annotate for impact (Webex and Zoom only). • Leverage screen “real estate.”
Implementation Skills	<ul style="list-style-type: none"> • Clarify the Job to Be Done. • Align delivery with the Job to Be Done by connecting the “why” and the “what” and sharing relevant examples and stories. • Support application of new behaviors back on the job.

Delivery Options

Facilitation Excellence is available as a series of six 90-minute modules delivered by FranklinCovey consultants. The modules can be delivered Live In-Person or Live-Online. Best-practice implementation is to run two non-consecutive days to cover all six modules. We recommend group sizes of between three and nine participants in each module. The Practice Delivery and Feedback Module is limited to three participants per one FranklinCovey consultant.

Resources

The solution includes:

- Six 90-minute modules
- Electronic participant materials for each module



The FranklinCovey All Access Pass allows you to expand your reach, achieve your business objectives, and sustainably impact performance. It provides access to a vast library of FranklinCovey content, including assessments, training courses, tools, and resources available Live, Live-Online, and On Demand. For more information, contact your FranklinCovey client partner or call 888-868-1776.