

# **MODULE 1**

## **Introductions and Overview**



## TRAINING NOTES

---

### *What you need to know*

1. It will take approximately 50 minutes to complete the following topics in this module.

TOPIC
Welcome and Module Objectives
Exercise: Networking Icebreaker
Participant Expectations
Workshop Overview
Module 1 Key Points and Transition

2. The equipment and supplies you will need for this module are listed below:
  - Computer projection system and screen
  - PowerPoint slides 1-1 through 1-4
  - 3x5 index cards (for networking exercise)
  - Name tents or name tags
  - Flipchart easel with pad of paper
  - Colored markers
  - Masking tape
  - Small size Post-It™ notes for marking Reflection exercises
  - Facilitator Guide
  - Participant Guides.
3. The list of questions and answers used in the Networking Icebreaker exercise begins on page 1-13. Use the prepared question and answer index cards for the Networking Icebreaker exercise. There are a total of 40 cards; 20 with questions and the other 20 with answers. Therefore, the cards can be distributed to up to 40 participants. Be sure they are in random order for distribution.
4. Prepare and post a flipchart page titled, *Welcome to the Facilitation Skills Workshop*.
5. Prepare a *Ground Rules* flipchart page that lists ground rules for the workshop. It is recommended you list no more than six to eight ground rules. For example: Participate actively, Be open to new ideas, Respect others, Honor time agreements, etc.
6. Be sure copies of the Participant Guide and name tags or name tents are placed on the tables before participants arrive.

## TRAINING NOTES

---

### *What you need to say/do*

#### WELCOME AND MODULE OBJECTIVES

1. Welcome participants to the Facilitation Skills for Child Support Enforcement Staff Workshop. Express appreciation for their willingness to participate in this important workshop and desire to improve their facilitation skills.
2. Introduce yourself by stating your name, your role in the organization, and your experience as a facilitator.
3. Show slide 1-1, **Module 1 Objectives**. Explain the objectives.
  - Through a Networking Icebreaker exercise, you will begin the process of building a facilitator network.
  - After the exercise, you will identify answers to questions related to facilitation.
  - After an overview of the workshop, you will identify the key topics to be covered.
4. Explain that each of the workshop modules is designed to help participants gain the knowledge and skills required to be effective facilitators.

#### EXERCISE: NETWORKING ICEBREAKER

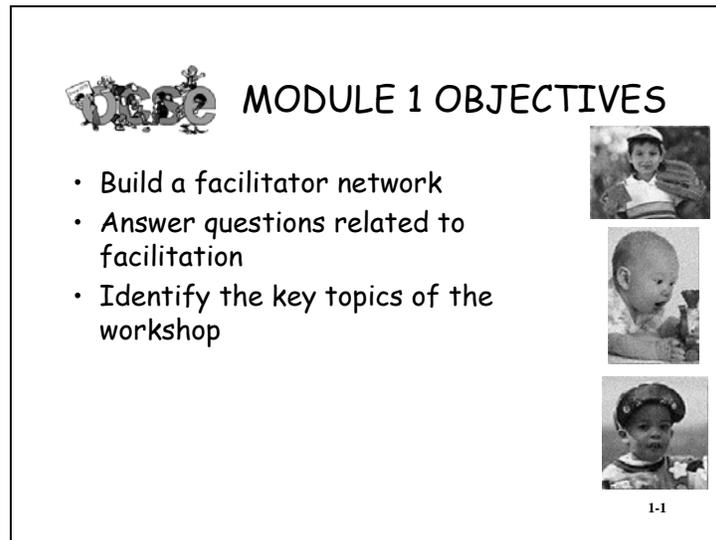
1. Explain that having a network of other facilitators can help participants learn from each other and serves as a valuable resource. State that this exercise will not only give them an opportunity to begin building a network by getting to know the participants in this workshop, but answer some questions related to facilitation.
2. Distribute a set of index cards to each table group (one for each participant). Ask the table groups to ensure each person has one card.
3. Explain that the card each participant received contains either a question related to facilitation skills or an answer related to one of the facilitation skills questions. Point out that the cards have been randomly distributed throughout the room.
4. State that the task for each participant is to find the person in the room who has either the answer to his or her question or the question that fits his or her answer. Encourage participants to introduce themselves to the other people they meet before determining if there is a match.

---

### *What you need to know*

1. The Networking Icebreaker exercise will take approximately 30 minutes.

## MODULE 1: INTRODUCTIONS AND OVERVIEW



**MODULE 1 OBJECTIVES**

- Build a facilitator network
- Answer questions related to facilitation
- Identify the key topics of the workshop

1-1

### Learning Objectives

- In a Networking Icebreaker exercise, you will introduce yourselves and learn more about each other.
- After the exercise, you will identify the answers to questions related to facilitation.
- After an overview of the workshop, you will identify the key topics to be covered.

### Learning Goal

This module's learning goal is to begin the process of building a facilitator network and learn how the workshop is structured to help you gain the knowledge and skills required to be effective facilitators.

*(Participant Guide 1-1)*

## TRAINING NOTES

---

### *What you need to say/do*

#### **EXERCISE: NETWORKING ICEBREAKER, CONTINUED**

5. Explain that if two participants match up, they should stay where they are and get to know each other a little better so that they can introduce their partner to the rest of the group. They are to find out where the other person is from, how long he or she has been with Child Support Enforcement, what his or her role is, and one “fun” fact about that person.
6. Mention that after 10 minutes you will stop the process and see how they’ve done.
7. Encourage participants to move around the room to find a match. Expect some chaos—the more the better.
8. After about 10 minutes, ask them to stop the exercise. Have participants remain where they are.
9. Use the list of questions and answers beginning on page 1-13 and the following process to complete the exercise:
  - Ask the person who has question #1 to read the question. Ask his or her partner to read the matched answer.
  - Acknowledge the correct answer.
  - Ask them to briefly introduce their partners to the group.
  - Repeat for subsequent questions and introductions until complete.
10. Summarize the exercise by emphasizing that participants will have an opportunity during the workshop to continue networking and getting to know each other.
11. Ask participants to return to their seats.

#### **PARTICIPANT EXPECTATIONS**

1. Ask each participant to identify the most valuable thing he or she could learn that would help him or her to be a more effective facilitator.
2. Write the participants’ responses on the flipchart. Post the page(s) on a wall for future reference.

(This page is left intentionally blank.)

## TRAINING NOTES

---

### *What you need to say/do*

#### WORKSHOP OVERVIEW

1. Show slides 1-2 and 1-3, **Workshop Overview**.
2. Explain the key topics that will be covered in the workshop. As you review the topics, link participants' expectations to the relevant topics.
  - Beginning with the next module, we will compare the roles of the leader, manager, and facilitator and the factors to consider when you must choose between the roles. You will also be introduced to a model for facilitation and its key elements.
  - In Module 3, we will explore how we can use our knowledge of ourselves to improve our facilitation and help our groups. We'll learn about the importance of recognizing individual differences in particular learning styles and about specific adult learning requirements.
  - Next, we'll discuss the topic of team development. We will identify the stages that all groups go through as they mature and learn to work together as a team. We'll also demonstrate the dynamics of team interaction and participation.
  - As an introduction to the next key topic, you will complete an assessment of your "core" facilitation skills that help to engage people and increase participation and commitment. You will practice the skills of Attending, Listening, Questioning, Summarizing, and Providing Feedback.
  - Then we'll take a journey down "The Facilitator's Nightmare Alley." This is where all the challenging and disruptive behaviors reside. You'll learn and practice strategies for handling these tough situations.
  - Next, we'll learn some tools and techniques that help you facilitate groups tasked with problem-solving and decision-making outcomes. We'll also look at three different decision-making methods and you will have an opportunity to practice choosing the correct decision-making method to use in a particular situation.
  - In Module 8, we'll identify tips and techniques for effectively facilitating audio- and videoconferencing sessions. We'll also look at guidelines that help in moderating panel discussions.
  - In the final module, you'll identify key learnings from the workshop and how you will apply your learning to improve your facilitation.

## WORKSHOP OVERVIEW



### WORKSHOP OVERVIEW

- Module 2: The roles of leader, manager, and facilitator
- Module 3: Understanding self and others
- Module 4: Team development and team dynamics
- Module 5: Facilitating participation

1-2



### WORKSHOP OVERVIEW, continued

- Module 6: Challenging behaviors
- Module 7: Problem-solving and decision-making tools
- Module 8: Facilitating with technology
- Module 9: Wrap-up

1-3

*(Participant Guide 1-2)*

## TRAINING NOTES

---

### *What you need to say/do*

#### WORKSHOP OVERVIEW, CONTINUED

3. Explain how the Participant Guide is organized.
  - The Participant Guide is organized by module. Each module contains content material and exercises that relate to the topics covered in that module.
  - The Participant Guide also contains Reflection exercises. After a major topic, you will be asked to reflect on what you've learned about the topic and complete the related exercise. These "reflections" will help you to identify areas of strength and areas in which you would like to improve.
  - At the end of the workshop, you will refer to these exercises to help you identify key learnings. You may want to mark the exercises using yellow Post-It™ notes.
4. Provide any administrative information necessary such as start/end times, breaks, and locations of phones and restrooms.
5. Refer the participants to the prepared flipchart page titled, *Ground Rules*. Review the ground rules and obtain participants' buy-in.

#### MODULE 1 KEY POINTS AND TRANSITION

1. Show slide 1-4, **Module 1 Key Points**.
  - Having a network of facilitators can help you learn from each other, have a "sounding board," and provide you with help in problem solving.
  - This workshop will provide you with the necessary knowledge and skills to be an effective facilitator.
2. In Module 2 we will be talking about the role of the facilitator.

## MODULE 1 KEY POINTS



### MODULE 1 KEY POINTS

- A network of facilitators can serve as a valuable resource for you
- The workshop is designed to provide you with the knowledge and skills necessary to be an effective facilitator

1-4

*(Participant Guide 1-3)*

