

MODULE 9

Summary and Close of Workshop

TRAINING NOTES

What you need to know

1. It will take approximately 30 minutes to complete the following topics in this module.

TOPIC
Module Overview
Workshop Summary
Exercise: Final Reflection
Workshop Close
Workshop Evaluation

2. The equipment and supplies you will need for this module are listed below:
 - Computer projection system and screen
 - PowerPoint slides 9-1 through 9-3
 - Handout 9-1: Workshop Evaluation (see appendix). Prepare one copy for each participant.
 - Koosh Ball™ (for use in Final Reflection exercise)
 - Facilitator Guide
 - Participant Guides.
3. Each participant should complete a copy of Handout 9-1: Workshop Evaluation at the end of this module and turn it in to you before leaving.

TRAINING NOTES

What you need to say/do

MODULE OVERVIEW

1. Tell the participants that this is the final module in the Facilitation Skills for Child Support Enforcement Staff Workshop.
2. Show slide 9-1, **Module 9 Objectives**. Review the objectives.
 - In this module we will summarize the workshop topics that we've covered during the past 3 days.
 - You will then spend some time reviewing your Reflection exercises so that you can identify significant learnings and plan how you will apply your learning once you return to work.
 - The last thing you'll be asked to do is to give feedback on this workshop by completing an evaluation sheet.

WORKSHOP SUMMARY

1. Show slide 9-2, **Workshop Summary**. Review the major workshop topics.
 - We began our workshop by looking at the role of the facilitator as an important and distinct role from leader and manager. We identified tips for moving between these roles. We also discussed how the facilitator role differs from the subject matter expert role or the “expert driven” approach. As part of this topic, we identified a facilitation model and the “core” knowledge and skills that serve as the foundation of this model. We also identified specific situations where the knowledge and skills are applied.
 - We then began to examine each of the “core” elements in our model in more detail. We learned that the most powerful tool we bring as facilitators is ourselves. We looked at how improved understanding of ourselves can improve our facilitation and the ultimate impact we have on our groups. In this connection, we also discussed another aspect of self-knowledge—understanding and valuing the individual differences in the way people learn and work together.

MODULE 9: SUMMARY AND CLOSE OF WORKSHOP



MODULE 9 OBJECTIVES

- Summarize the major workshop topics
- Identify significant learnings and how you will apply your learning
- Complete an evaluation of the workshop



9-1

Learning Goal

This module's learning goal is to identify significant learnings and how to apply the learning once you return to your workplace.

Learning Objectives

- After a brief summary, you will identify the major topics covered in the workshop.
- Through an individual activity, you will identify significant learnings and how you will apply your learning.
- Through an evaluation sheet, you will provide feedback on the workshop.

(Participant Guide 9-1)

TRAINING NOTES

What you need to say/do

WORKSHOP SUMMARY, CONTINUED

- We then examined the next element of our facilitation model— Understanding Team Development and Team Dynamics. We moved through each of the developmental stages and identified the key characteristics and the related issues as well as the implications for your role as a facilitator. We discussed how to avoid Groupthink. We also looked at the different roles that people in a group assume and how these roles can help or hinder the group’s progress and how important it is for you as a facilitator to help teams strike a balance between task and process.
2. Show slide 9-3, **Workshop Summary, Continued**. Complete the review of the major workshop topics.
- We then spent the entire second day on the final “core” element of the facilitation model. We identified, demonstrated, and practiced the key skills that help us to effectively engage people, facilitate their participation, and build commitment—the skills of attending, listening, questioning, summarizing, and providing feedback.
 - Once you had plenty of opportunity to try out these skills, we then talked about how these skills also help us to manage challenging behaviors. We identified various kinds of challenging behaviors and developed and practiced strategies to deal with them.
 - Then we began to look at some specific situations where we apply our facilitation skills. We looked at facilitating groups or teams which are tasked with solving problems and making decisions. To help you facilitate these types of groups, we introduced some simple yet powerful problem-solving tools and different decision-making methods to consider and gave you an opportunity to try them out.
 - In the next module you learned about a meeting model. We used that as a “jumping off” point to discuss the challenges of facilitating meetings that use audio- and videoconferencing technology. We learned some guidelines and tips for facilitating similar “technology-enhanced” meetings.

WORKSHOP SUMMARY



WORKSHOP SUMMARY

- The Role of the Facilitator
- Understanding Self and Others
- Understanding Team Development and Team Dynamics

9-2



WORKSHOP SUMMARY, continued

- Facilitating Participation
- Managing Challenging Behaviors
- Facilitating Problem-Solving and Decision-Making
- Facilitating With Technology

9-3

(Participant Guide 9-2)

TRAINING NOTES

What you need to say/do

WORKSHOP SUMMARY, CONTINUED

- After each of the major topics, there was time for you to reflect on what you had learned about the topic. You did this through various types of reflection exercises.

EXERCISE: FINAL REFLECTION

1. Explain that next the participants will complete one final reflection exercise. They are to do this by reviewing all of their previous reflection exercises. Some participants may have marked the relevant pages with Post-It™ notes.
2. Refer them to page 9-3 in their Participant Guides. Ask them to read the instructions and take approximately 10 minutes to complete the exercise.
3. Tell the participants that you will ask them to share at least one critical thing they've learned as a result of the workshop and what they will do differently when facilitating their groups.
4. After 10 minutes, have participants share one key learning and one thing they will do differently as facilitators. Use the following process:
 - Toss a Koosh Ball to a participant and ask him or her to share one key learning and one thing he or she will do differently as a facilitator.
 - Then have the person toss the Koosh Ball to another participant and have him or her share one key learning and what he or she will do differently.
 - Repeat this process until all participants have shared.

What you need to know

1. The Final Reflection exercise takes approximately 10 minutes to complete. Allow another 7 to 10 minutes for participants to share their responses.

TRAINING NOTES

What you need to say/do

WORKSHOP CLOSE

1. Close the workshop by thanking the participants for their time and their participation. Make any additional closing remarks.

WORKSHOP EVALUATION

1. Explain that the final thing you would like them to do before they leave is to give you feedback on the workshop.
2. Distribute Handout 9-1: Workshop Evaluation. Ask the participants to complete the evaluation sheet. Tell them that once they've completed it and handed it to you they may feel free to leave the room.

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