

## **Facilitation Skills for IT Professionals – JAD and Business Requirements Gathering and Validation Workshop Facilitation**

### **Course Summary**

#### **Description**

Learn how to plan and effectively facilitate meetings of any size using proven facilitation techniques that will ensure your meeting objectives are achieved. This course also covers how to plan and facilitate JAD type sessions, data modeling sessions, Use Case development sessions, and general user requirements gathering and validation sessions.

Limited course enrolment ensures plenty of opportunity to practice and interact with other course participants as well as allowing participants to focus on issues specific to their situation.

Several case-study driven workshops and simulations provide participants with full hands-on facilitation practice, as well as the opportunity to learn and practice strategies to manage difficult participants, and facilitate meetings where you must take an active role in the meeting in addition to acting as the meeting facilitator.

Participants also learn how to handle conflict between participants, and receive individual coaching and feedback throughout the course to maximize learning.

#### **Objectives**

At the end of this course, students will be able to:

- Develop clear and measurable objectives for your meeting
  - Create an effective meeting structure that maximizes your meeting effectiveness and
  - Create an effective structure for a JAD session
  - Create an effective structure for a user-requirements gathering, review and validation session
- Create an effective structure for problem-solving and decision-making meetings.
- Create effective meeting handout and support materials
- Effectively use presentation media – PowerPoint, flipcharts, whiteboards, etc.
- Develop an effective personal facilitation style for maximum effectiveness
- Manage and minimize the fear of presenting
- Select the best venue/set-up for your meeting
- Handle disruptive meeting members

#### **Topics**

- Required skills & behavioral criteria – essential skills and behaviours of an effective facilitator.
- Preparation & planning to facilitate – how to prepare to facilitate a JAD, User Requirements or other meeting – separating task from process from people.
- Facilitating without subject matter expertise – how to be effective as a facilitator without having subject matter expertise.
- Preparing to facilitate – the tasks involved in preparing for a meeting including
  - Agreeing terms of reference,
  - Meeting planning and preparation,
  - Arrangement coordination,
  - Preparing a facilitator's work plan.
- JAD specific methods and techniques

## **Facilitation Skills for IT Professionals – JAD and Business Requirements Gathering and Validation Workshop Facilitation**

### **Course Summary (cont'd)**

- Group dynamics – strategies and tactics for working with groups of any size – including
  - Establishing group norms and expected behavior,
  - Designing effective seating arrangements to achieve specific objectives,
  - Effective interpersonal interaction with meeting members – dealing with conflict & hostile participants,
  - Stages of group interaction & productivity.
- Facilitator “toolkit” – group process techniques and tools used for:
  - Requirements gathering – e.g. Use Case development, Entity Relationship Mapping etc.
  - Generating ideas and problem solving – e.g. brainstorming, flowcharting, process mapping, etc.
  - Group decision-making, ranking & evaluating material – e.g. multi-voting, nominal group technique, etc.

#### **Audience**

This course is designed for any IT professional who needs to effectively design and facilitate group sessions.

#### **Prerequisites**

None – however some presentation / facilitation experience is beneficial.

#### **Duration**

Two days

## **Facilitation Skills for IT Professionals – JAD and Business Requirements Gathering and Validation Workshop Facilitation**

### **Course Outline**

- I. Role & responsibilities of facilitator – understand and know the important differences between the role of facilitator versus other roles e.g. business analyst, and discovering your preferred interaction style.**
- II. Required skills & behavioral criteria – essential skills and behaviours of an effective facilitator.**
- III. Preparation & planning to facilitate – how to prepare to facilitate a JAD, User Requirements or other meeting – separating task from process from people.**
- IV. Facilitating without subject matter expertise – how to be effective as a facilitator without having subject matter expertise.**
- V. Preparing to facilitate – the tasks involved in preparing for a meeting including**
  - A. agreeing terms of reference,
  - B. meeting planning and preparation,
  - C. arrangement coordination,
  - D. preparing a facilitator's work plan.
- VI. JAD specific methods and techniques**
- VII. Group dynamics – strategies and tactics for working with groups of any size – including**
  - A. establishing group norms and expected behaviour,
  - B. designing effective seating arrangements to achieve specific objectives,
  - C. effective interpersonal interaction with meeting members – dealing with conflict & hostile participants,
  - D. stages of group interaction & productivity.
- VIII. Facilitator "toolkit" – group process techniques and tools used for:**
  - A. requirements gathering – e.g. Use Case development, Entity Relationship Mapping etc.
  - B. generating ideas and problem solving – e.g. brainstorming, flowcharting, process mapping, etc.
  - C. group decision-making, ranking & evaluating material – e.g. multi-voting, nominal group technique, etc.