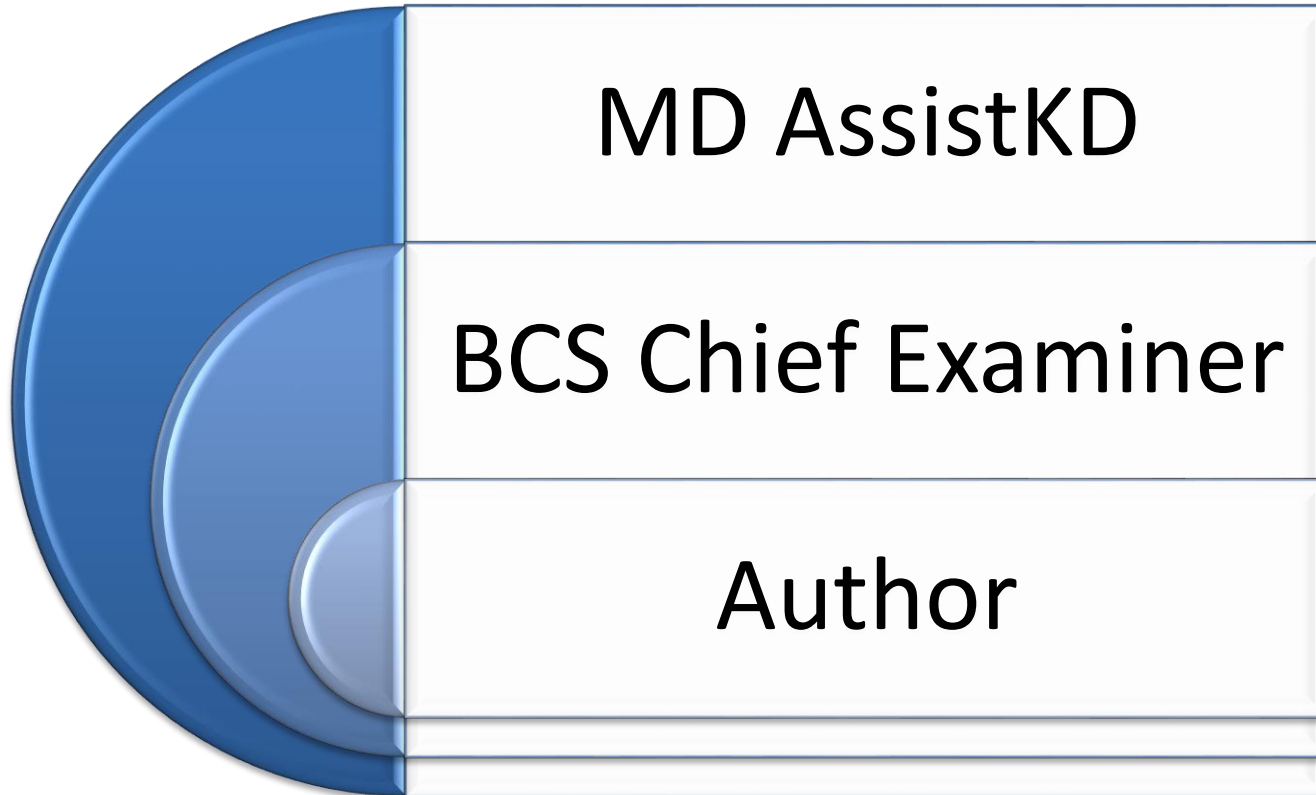
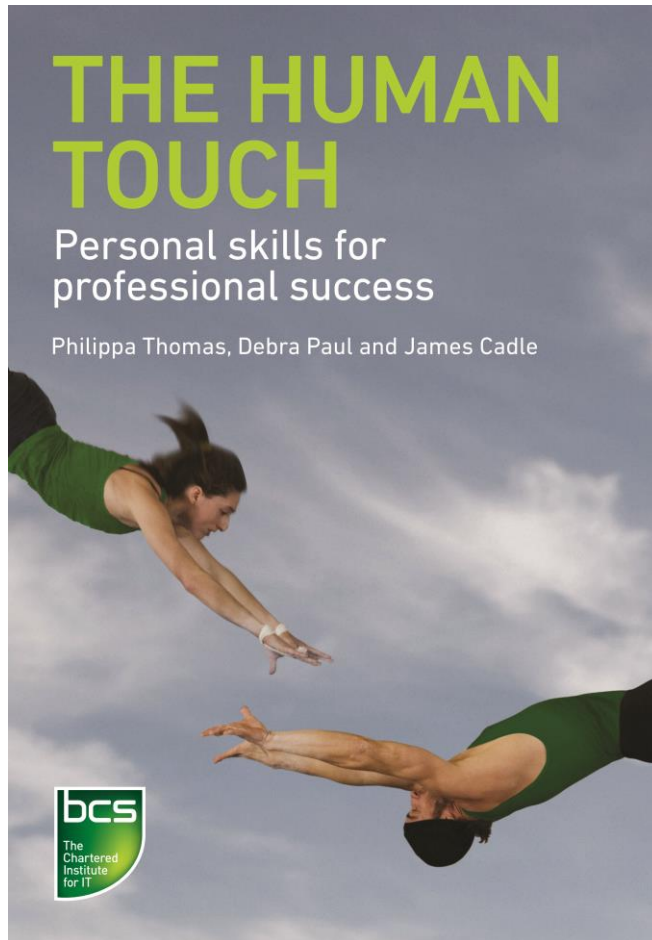


Introduction – Debbie Paul



The Human Touch

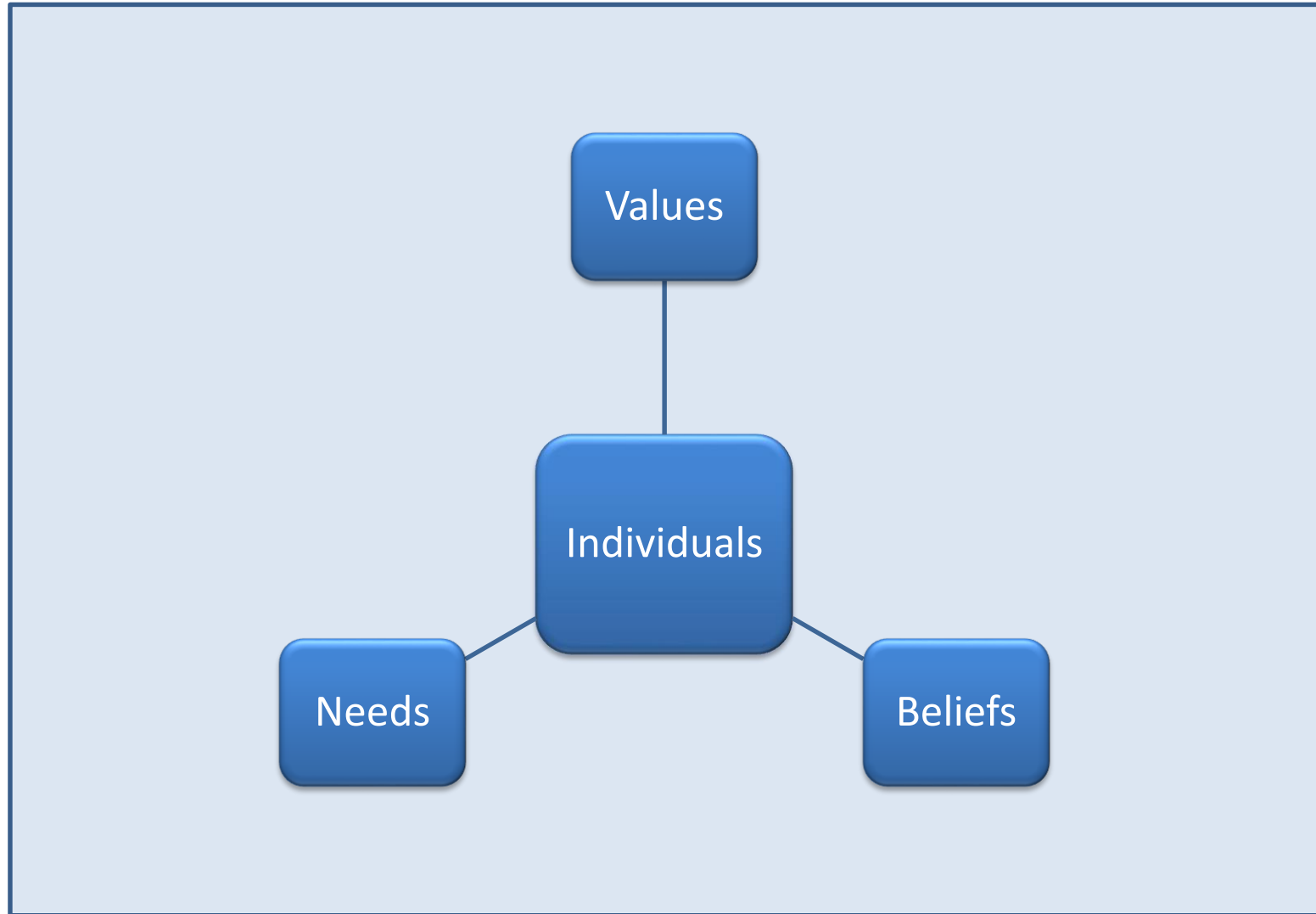


Rationale for book

Topics covered

Topics for today

The complexity of stakeholders





Situations

workshops

meetings

coaching sessions

training events

seminars

1:1 discussions

and so on....

The 'cult of the personality' issue



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Attributes of a facilitator



Organised and thorough

Quick thinking and adaptable

Participative and empathetic

Experienced, knowledgeable and credible

Preparation – 5Ws and 1H



Why? & What?

Who?

When?

Where?

How?

Decide aim &
objectives



Select participants



Decide timing and
duration

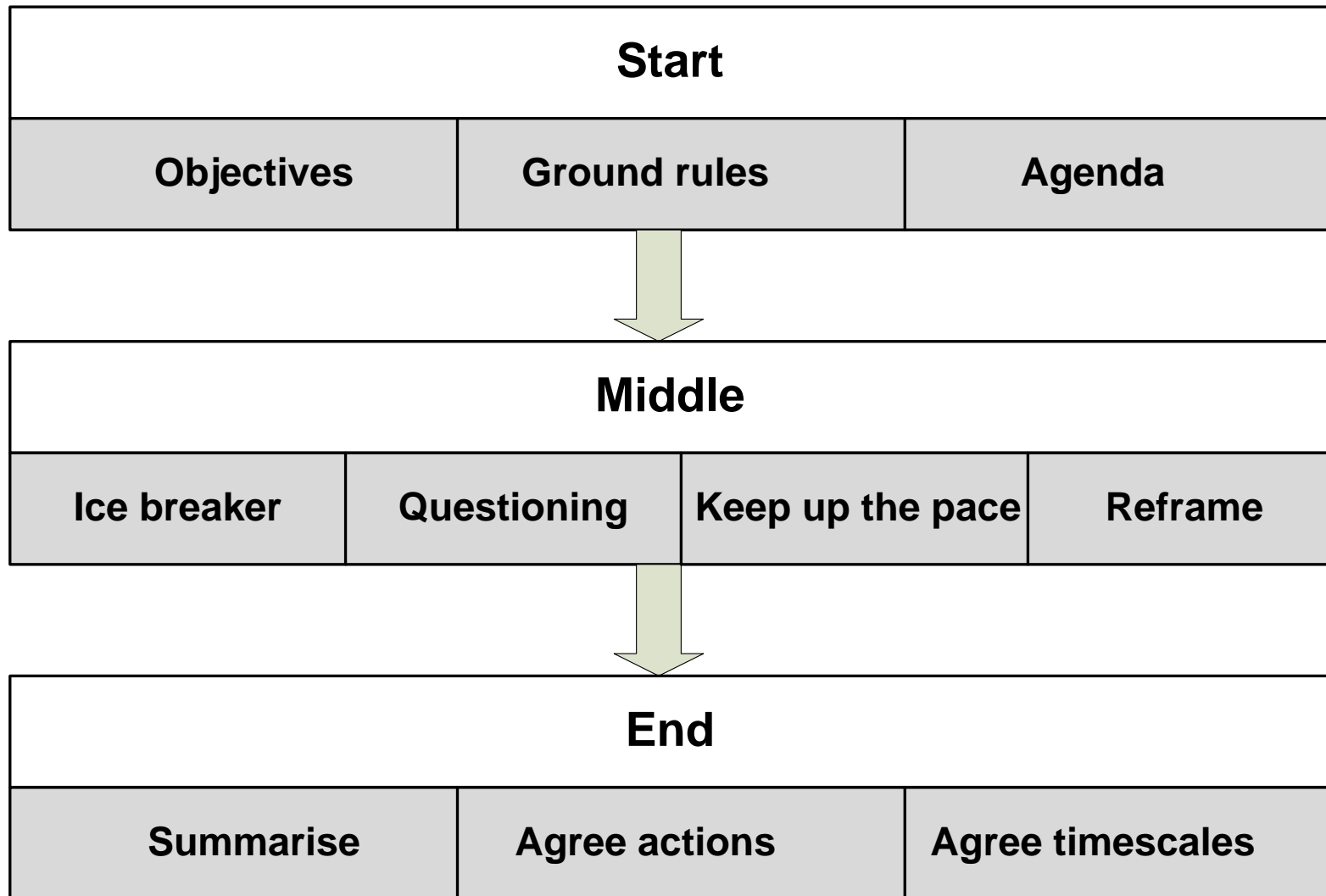


Organise venue

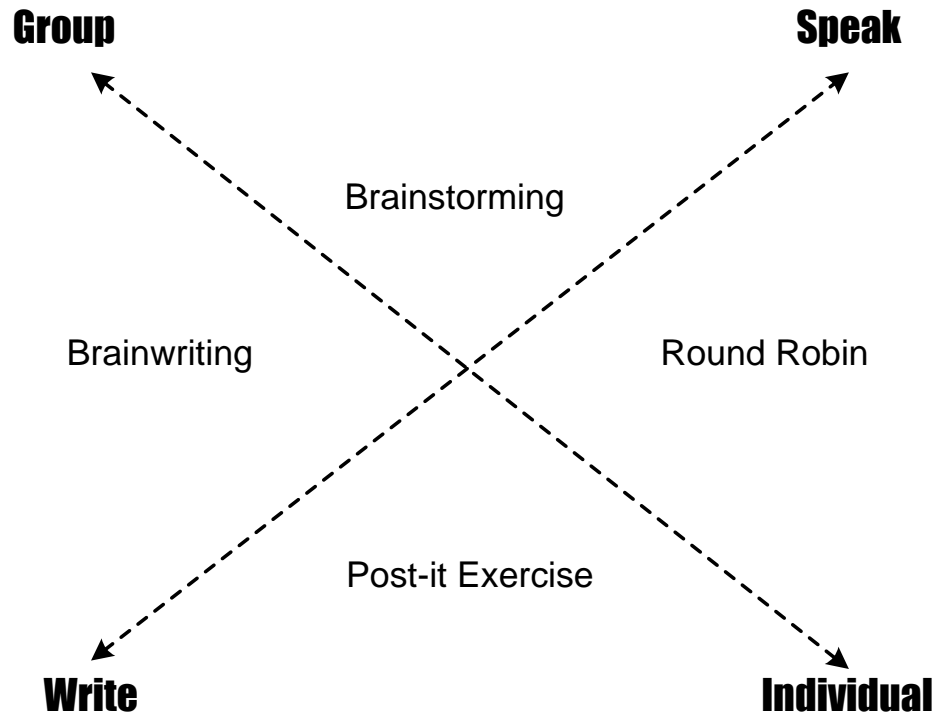


Plan structure &
techniques

Running the workshop

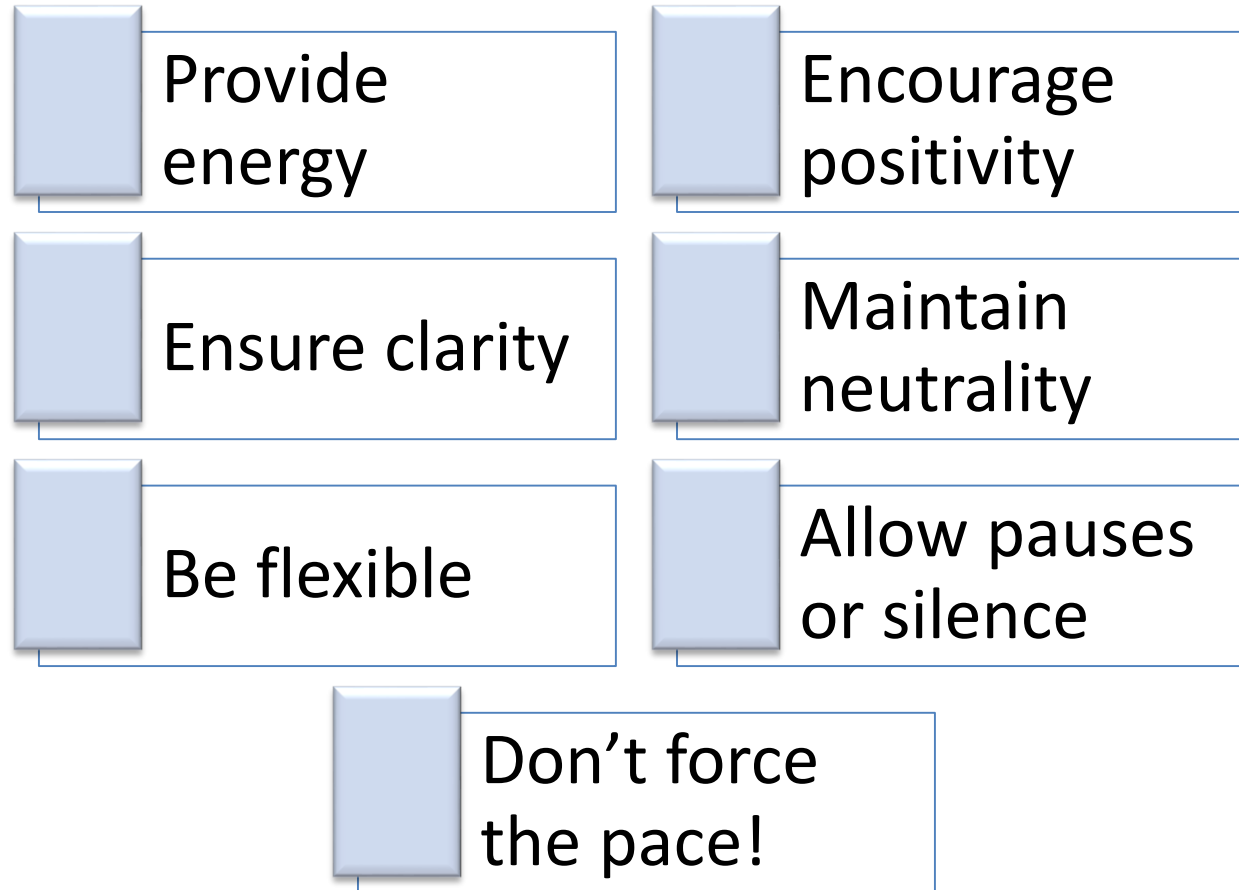


Eliciting and documenting



- Process models
- Context diagrams
- Rich pictures
- Mind maps
- Fishbone diagrams

Behaviours





Situations

Customer/supplier business deal

Complaint resolution

Performance review

Pay increase discussion

Product or task delivery timescale

Work allocation

What outcome do we want?



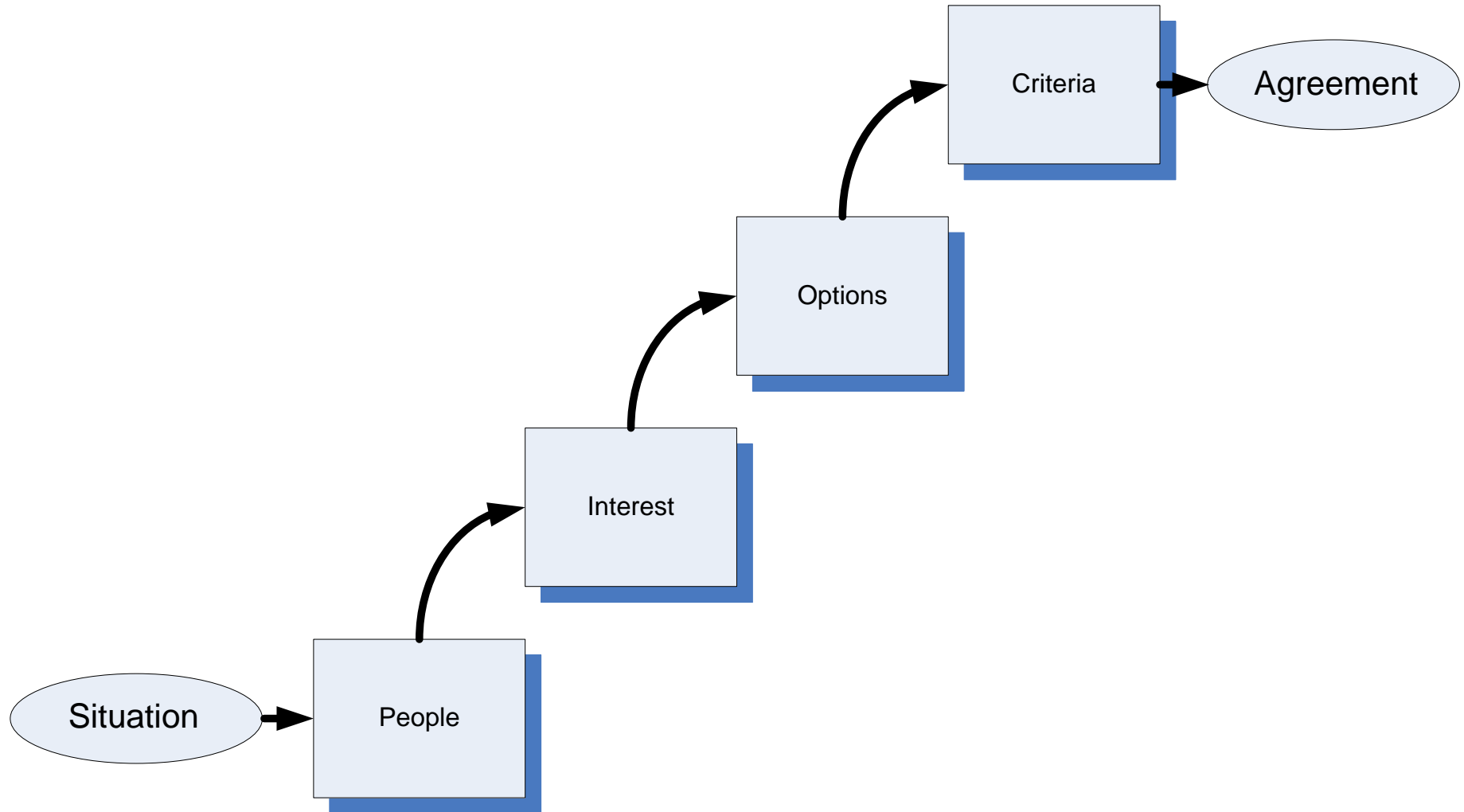
- A 'win'
- An 'out'
- A happy participant
- Two happy parties
- ??

BATNA

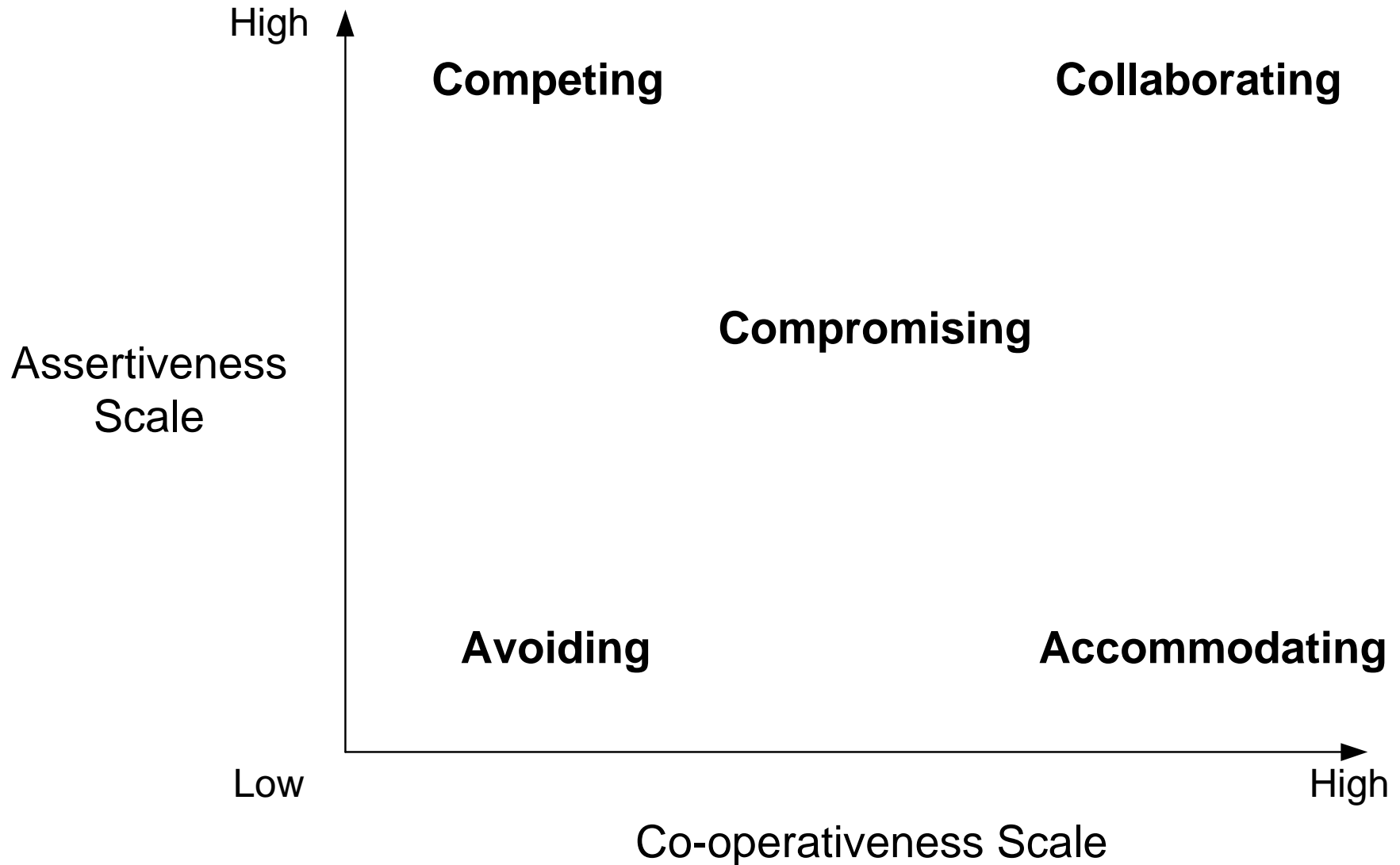


Best
Alternative
To a
Negotiated
Agreement

Principled negotiation – Ury and Fisher



Thomas-Kilmann conflict mode instrument



Let's discuss.....

