

Moderation Masterclass

Presenter: Mark Edwards

Duration: 2 days

Languages: English only



Learn powerful and effective methods for conducting all types of meeting from an experienced expert. Pick up the key phrases and techniques that native-speaking facilitators/ meeting leaders use in a wide variety of scenarios. Gain an understanding of a wide variety of meeting activities and agenda structures to provide desired outcomes.

- Tactful prompting of participants
- Time-efficiency and keeping to the agenda
- Maintenance of order and ethical standards
- Facilitation of decision-making and outcome generation
- Chairing meetings
 - Before the meeting: what you must do as preparation
 - During the meeting: A breakdown of each phase of the meeting with useful phrases to use in each
- Moderating meetings
 - Role and duties of a moderator
 - Moderation communication techniques
- A toolbox of techniques...
 - ... for creative meetings:
 - Brainstorming
 - Six hat thinking/Using a moderation wall
 - Walt Disney strategy/Mind-mapping/Graphic facilitation
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 - ...for planning & strategy meetings:
 - Key concept questions/Action planning
 - Goal formation: SMART
 - Using a criteria matrix
 - ...for evaluation/team discussion meetings:
 - Ishikawa fishbone
 - Four-field thinking
- Dealing with difficult individuals or scenarios.