KOMPETENZIA INTERNATIONAL

Moderation Masterclass






Trainer: Mark Edwards

Duration: 3 x 3-hour teleconferences

Language: English

Key skills and techniques in English
for chairpersons, facilitators & discussion leaders

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
  - …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

This course includes a ‘mock panel discussion’ session, where you will be given the chance to build your skills at presenting yourself as host and moderating a panel of (sometimes difficult) experts!

Kompetenzia International
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