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## Workshop on how to use facilitation skills to improve our work conducted on 3 June 2017

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A 5-hour CPD workshop conducted by Ir. Lillian Chan on how to be an effective facilitator conducting daily meetings and workshops was held on 3 June 2017 with 8 participants attending. The workshop covered the role of facilitator and the most useful facilitation skills for conducting workshops and daily meetings.

The workshop was very interactive amongst the participants. Ir. Lillian Chan also demonstrated how to be a good facilitator with good preparation and opening, how to use questioning skill to generate ideas and how to record, resolve conflict and come up with decision making.

In the workshop, participants extended the scope to cover task force meetings and communication with subordinates. The following top 5 daily meeting issues were identified:

- Not involved, not interested, lack of enthusiasm
- Not to take up duties
- Not follow the agenda, lose focus
- Not to prepare for the meetings / workshops
- Waste of time on problem resolution

The functions of facilitation, facilitator roles & belief, facilitation model, and the difference between chairperson and facilitator were introduced by Ms Lillian Chan.

Participants realised that the importance of questioning techniques were to:

- ↳ Align understanding of the direction / problems
- ↳ Trigger thinking for solutions / suggestions
- ↳ Engage group / team in making decision
- ↳ Wake up call

At the end of the training, participants would make use of the following learning for coming meetings & workshops:

- Well plan & prepare for each meeting by setting right agenda and invite right persons
- Use more interactive type of meeting instead of one-way
- Design & ask right questions
- Divide meeting into different sessions to avoid holding a huge group of people for a lengthy meeting

