

Facilitated Workshops Topic 8 - 8.4

What is a Facilitated Workshop?

A place where a specific job is done and a product produced.

A team-based information gathering and decision making technique.

Interactive communication, empowered personnel, and an independent facilitator.

Views

Consensus

Exchange

Decisions

Deliverables

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What is a Facilitator?

- A helper and enabler.
- A referee, not a player.
- One who contributes to structure and process (not content), so that groups can function effectively, and make high-quality decisions.



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Group Exercise: Why have Facilitated Workshops?

In groups, briefly discuss THREE (3) advantages and THREE (3) risks of workshops.

W

O

R

K


S

H


O

P

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Workshop Benefits are...

- Rapid, high quality decision-making;
- Greater buy-in;
- Building team spirit;
- Building consensus;
- Clarification of issues.

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A Few Typical Workshops ...

- Business Case
- Scope/Context setting
- Risk Mitigation

- Requirements Gathering/Prioritisation
- User Classes/ roles/ responsibilities
- Data/ Process modelling
- Development planning
- Retrospectives
- Future-spectives


- Functional Modelling
- Timebox Planning
- Acceptance Test Planning

- Outline Planning Systems Benefits
- Requirements Gathering
- Technical Systems Options

- Training Plans
- Cut-over plans
- Increment review

- Design
- Prototyping
- Test Planning

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Workshop Roles



Workshop Owner



Observer(s)



Workshop Facilitator



Workshop Co-Facilitator



Workshop Scribe(s)



PARTICIPANTS

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Group Exercise: Planning Facilitated Workshops

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What 5 aspects do we need to plan for a facilitated workshop?



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Running a Workshop

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Points to consider are:

- Definition (owner, product, participants);
- Prepare for workshop (objective-driven agenda);
- Run workshop session;
- Review workshop;
- Final document - workshop report;
- Review with workshop owner.

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Workshop Ground Rules

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Points to consider are:

- Start on time
- Respect other people's views
- Silence = agreement
- Only one speaker at a time
- Maintain workshop direction
- 5 minute rule

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Is a Workshop the Best Way?



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Facilitated Workshop Success Factors

Success factors include:


- Good facilitator, trained for the job
- Flexibility of format but NOT objectives
- Preparation
- Education (preparation session before workshop)
- Earlier results built in
- User solution facilitated, not forced
- Review of good/bad points
- Feedback of results to participants
- Suitability of workshops to organisational culture


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Summary

- What is a facilitated workshop?
- Workshop roles
- Workshop types
- Planning and dynamics
- Success factors

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Any Questions?

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