COURSE SYLLABUS

Leading Workgroups That Work: Equipping Professionals to Chair, Facilitate, and Drive Results Course

This course, offered in partnership with ADR Vantage, Inc., equips you with the skills and confidence to chair and facilitate workgroups that deliver meaningful results. You will learn practical tools to prepare strategically, guide focused discussions, manage challenging dynamics, and drive clear decisions and accountability in both in-person and virtual settings.

Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.nobledesktop.com/classes/leading-workgroups-that-work-equipping-professionals-to-chair-facilitate-and-drive-results



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Course Outline

Module 1: Foundations of Effective Workgroups and Meeting Preparation

- Review course expectations, structure, and learning goals through the welcome and course overview.
- Identify the characteristics of an effective workgroup and recognize how workgroup dynamics may differ in virtual environments.
- Examine team performance and group dynamics through an overview of the Team Performance Model and related debrief activities.
- Differentiate between the roles and responsibilities of the facilitator and the chair and understand how they work together to support group effectiveness.
- Prepare for workgroup meetings by reviewing simulation scenarios and practicing how to prepare for and meet with the convener.

Module 2: Communication Skills, Norm Setting, and Decision Making

- Reflect on initial learning and prepare for continued application through check-in, preparation, and day one reflections.
- Apply foundational language and communication skills by exploring communication styles, neuroscience, and common triggers that influence group interactions.
- Practice leading introductions and establishing productive group norms through preparation, simulation, and debrief of a workgroup meeting.
- Use communication techniques that move conversations forward, including reframing strategies that support clarity and progress.
- Apply charting best practices, including techniques for charting effectively in virtual environments.
- Practice guiding workgroup decision making and developing a clear statement of purpose through simulation and debrief.
- Conclude the day with reflection, closing discussion, and facilitator debrief.

Module 3: Managing Group Dynamics and Advancing Issues

- Reflect on prior learning and prepare for continued practice through check-in, preparation, and day two reflections.
- Identify and respond to challenging behaviors by examining style differences, managing behaviors in virtual settings, and participating in

guided practice and debrief.

- Practice clarifying issues within a workgroup setting through preparation, simulation, and debrief.
- Strengthen charting skills through continued practice and group debrief.
- Facilitate movement on issues through structured preparation, simulation, and debrief of a workgroup meeting.
- Apply advanced language and communication techniques by practicing how to stay centered, maintain focus, and use silence effectively.

Module 4: Action Planning, Finalization, and Integration

- Reflect on previous practice and prepare for final application through check-in, preparation, and day three reflections.
- Apply advanced communication techniques that support slowing down conversations and staying with the group during complex discussions.
- Practice leading action planning through structured preparation, simulation, and debrief.
- Guide the final stages of a workgroup process through preparation, simulation, and debrief focused on finalizing outcomes and renewal.
- Integrate course learning through a final debrief that includes reflection on simulations, key takeaways, course closeout, and evaluations.