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PART ONE

THE KNOWLEDGE: PLANNING AND FACILITATING

Introduction to this Manual

Workshop sessions form an important part of our work – as agencies, clients, possibly in combination with consumers. These workshops may seek to generate ideas, disseminate information, form part of forward planning exercises or change management programmes, aim to build teams etc.

Successful workshops need to be carefully planned, well-facilitated and properly followed up.

This manual covers the principles of workshops (including facilitation skills) explores the tasks involved in the main different types of workshops, and provides *examples* of tools and techniques that can help ensure your workshops are successful.

Workshops are processes that are tailored to the needs of the clients and their issues, so each workshop should be unique. This course will give you the basic skills and tools, but it is up to you to creatively combine them – and devise other techniques to meet these needs. The most successful workshops are those where the facilitator is as creative in planning the process as the participants are in taking part.