



Say it! *Hear it!*

The Power of Effective Communication

**WORKSHOP
PREVIEW**



Say It, Hear It!

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Workshop Preview



Congratulations! on embarking on a multifaceted marketing campaign that includes a Ready2Go Workshop®.

While we certainly hope that you are using this product in conjunction with the full package that includes Ready2Go Teleseminar® and Speech, the use of this product alone is a potent tool for growing your business.

Let's get right to it. Workshops are one of the most effective ways to gain exposure and offer a valuable service to your prospects and clients, and an extremely powerful ingredient in your overall marketing recipe.

Plus, the Ready2Go Workshop® topics are relevant to most target markets, easily customizable, and specially designed to be educational, engaging and fun. Your workshop attendees will have strong takeaways of quality content, aha moments, and the overall feeling that it was time incredibly well spent.

If you've been in business for any length of time, you understand that speaking is an important part of growing your business. You can grow without speaking, to be sure, but you will do it faster and easier when you put yourself out there and speak.

Instead of meeting one person at a time, facilitating a workshop allows you to meet numerous people at once, many of whom will want what you have to offer.

And if facilitating workshops is new for you, then you have come to the right place, as it doesn't get much easier than with a Ready2Go Workshop®.

If you apply the tips you learn in the Workshop Marketing Guide and Workshop Facilitation Guide, and combine it with this professionally crafted Ready2Go Workshop®, then you'll put yourself on the fast track to outrageous success!

And remember, just like with anything new, it takes practice. The more you practice, the better you get. The better you get, the more comfortable you become. And the more comfortable you become, the more you enjoy it! The more you enjoy it, the more successful you will be! Make sense? Are you ready to roll? Then let's go!

Here's to your enjoyment and success!

Kim Clausen,
President
Ready2Go Marketing Solutions, Inc.®
Kim@Ready2GoMarketingSolutions.com

P.S. Please be sure to tell us about your successes. We are excited to hear from you!

Ready2Go Marketing Solutions, Inc.® 5023 W 120th Ave #184, Broomfield, CO 80020 303-465-0454
www.Ready2GoMarketingSolutions.com

What You Get in Your Ready2Go Workshops® Program

With the Ready2Go Workshop® you get more than 100 pages of:

Marketing guide with recommendations on how to effectively market your workshop including,

- Logistics on how to coordinate a seamless and successful program.
- Professionally crafted promotional correspondence including,
 - 3 email invitations including a reminder email.
 - 1 follow-up email.
 - 3 relevant articles to send with your marketing letters.
 - 1 promotional flier.
- Marketing timeline.

Fully developed workshop with,

- Agenda, workshop flow, all necessary content, instructions, and scripting.
- Workshop activities.

Facilitation instructions for conducting a successful workshop including,

- Knowing your role and moving past initial fears.
- Tips on how to lead a successful workshop.
- Connecting with the participants.
- Preparation for the workshop.
- Event preparation check list.

Recommended contents for Participant Folder including,

- Welcome letter.
- Agenda.
- Handouts.
- Workshop evaluation.
- Post workshop homework.

Necessary forms for workshop day,

- Product order form.
- Newsletter sign up form.
- Complimentary session sign up form.

Follow-up plan which includes,

- Follow-up recommendations.
- Post workshop homework and instructions for staying in touch.
- Follow-up email.

Say It, Hear It! The Power of Effective Communication

Learning Outcome

By the end of the workshop, participants will be able to communicate effectively with others using both verbal and nonverbal communication skills. They will also be able to enhance their listening skills to avoid misunderstandings. Such improvement in skills will support participants in building collaborative relationships through communication that emphasize mutual trust and respect.

Workshop Benefits

Communication skills are an essential element for every person. Participants in this workshop will gain the awareness of what it takes to initiate and respond successfully in their conversations with others.

The benefits of this workshop include:

- Recognizing what makes for successful communication.
- Strengthening relationships in all aspects of life by avoiding communication misunderstandings.
- Paying attention to verbal and nonverbal cues.
- Matching body language to the spoken message being delivered.
- Identifying internal and external factors that impact communication.
- Listening to the entire message being conveyed.

Course Contents

Part I – Communication:

- Introduction to Communication
 - Beginning to work with the concept of communication.
 - The component starts with an exercise entitled "What did you say?" that demonstrates for participants how tricky communication can be, and how easy it is for confusion to creep into our communication efforts.

- What's Driving Communication?
 - What is it that we are really looking for when we communicate with each other?
 - This component includes an activity entitled "The Reason We Communicate" where participants explore the one key desire driving our communication with others – the need to connect.

- The Difficulty in Connecting
 - What gets in the way of us connecting with one another?
 - This component includes an activity entitled "Follow My Instructions" where participants explore the difficulty inherent in trying to connect with someone else through only verbal channels of communication.

- Developing Non-Verbal Awareness
 - We don't communicate through words alone; what else is in play?
 - This component includes an exercise entitled "Can't Speak!" where participants explore the difficulty inherent in trying to communicate with someone else through only non-verbal channels of communication.

- Communicating for Effectiveness
 - Defining what's essential in all communication interactions.
 - The component includes an exercise entitled "Positive & Negative" where participants identify examples of positive and negative contributors to communication.

Part II – Listening:

- The Art of Listening
 - What makes someone a successful listener?
 - This component includes an exercise entitled “Mini Lecture & Teaching One Another” where the participants demonstrate their ability to listen and then teach what they learned to someone else in the workshop, thus practicing both speaking and listening.

- Paraphrasing: Active Listening in Action
 - How does paraphrasing work and what makes it so powerful?
 - This component includes an activity entitled “What I Heard You Say Is...” where participants will learn and practice the important active listening skill of ‘paraphrasing.’

- Effective Use of Questioning –
 - Why are questions so important to communication, and what types of questions further communication?
 - This component includes an activity entitled “Keeping Conversations Alive” where participants learn the difference between close-ended questions and open-ended questions and when best to use each.
 - It also includes an activity entitled “The Most Important Idea” where participants develop clarifying questions they would use in a specific conversation.

- Course Review/Application –
 - What in this workshop do I want to take and apply in my life?
 - This component includes an activity entitled “Tying it all Together” where participants integrate what they have learned from each topic and practice using all the skills at once.
 - It also includes a final activity entitled “Four-Square Feedback” where participants reflect on what they have learned and then write about their learnings and how they will apply it to their life going forward.



About Ready2Go Marketing Solutions, Inc.®

Ready2Go Marketing Solutions, Inc. – Instant Information Products to Market Your Business

Ready2Go Marketing Solutions, Inc. provides small business owners with turn-key marketing products, so that they can **spend less time marketing and more time growing their business.**

Ready2Go Marketing Solutions, Inc. offers a suite of **plug-n-play marketing solutions such as fully-developed workshops, teleseminars, speeches, audio training programs and special reports.** These tools are ready-made for coaches, consultants, trainers and speakers to customize and brand as their own saving tons of time and effort.

By creating these completely developed products, we've **eliminated the difficult and time-consuming task of content creation, so small businesses don't have to worry about marketing and selling.** Instead they can now put their marketing on auto-pilot and focus on doing the work they truly enjoy.

Our products include everything small businesses need to deliver value added products to their clients and prospects. It's marketing made easy!

We Have Common Bonds

Like you, we are business owners and coaches who struggled with the lack of marketing materials to grow our own businesses. We were frustrated by the choices, the availability and the accessibility of quality marketing plans and materials that actually work.

So we did something about it. We went out and crafted marketing strategies that are highly effective, boldly innovative and dazzlingly creative.

We have professional marketers, training developers, copywriters, and speech writers who are poised to provide you with the highest quality products and services to grow your business with more than 50 years of training development, speaking and business development experience.

Our products are professional grade, developed by experts in the industry and are easy to follow and implement, GUARANTEED.

Plus, if you need that additional support to help you launch your Ready2Go marketing solution, we have trained coaches on staff to assist you.

For further assistance, contact us at support@ready2gomarketingsolutions.com or give us a call anytime.

Ready2Go Marketing Solutions, Inc.® provides small business owners with completely developed, ready to implement marketing solutions to grow their business. We operate under the strongest ethics and quality standards.

Read This First

Knowing Your Role *(page 1 of 2 pages)*

We believe that the key to a successful workshop rests with the ability of the facilitator to create a safe and comfortable space for all participants. As the facilitator, it is also your responsibility to ensure that participants have what they need to learn. This first means that you have done the necessary preparation work of knowing this workshop and having everything ready before it's delivered.

Second, it means approaching and delivering this workshop from the point of view of just being you. If you don't have much experience being a facilitator, don't worry. Just follow this instructor's guide, and you will be fine. And if you do make a mistake in the delivery of this workshop, don't worry about it. Remind yourself that all you are doing is giving it your best. Don't be afraid to try for fear of making a mistake or getting something wrong. One thing is for certain: if you never make a mistake, you're not doing anything.

In using this instructor's guide, don't forget to incorporate your own stories and experiences into it in order to stress the points you are trying to make. This guide is like a blueprint for building a house; it may tell you what the house is supposed to look like when it is finished, but it doesn't indicate how it should be decorated.

The artful design of this workshop, coupled with your personal facilitation of it, will result in a high degree of participant satisfaction. So remember to add your own personal style to it so that it comes across as yours.

Moving Past Initial Fears

You may be thinking, "Can I actually pull this workshop off? Can I really speak confidently about this topic in front of others for two and half hours? I'm not an expert; will participants ask me something I don't know?"

It is quite normal to have these concerns when confronted with having to deliver a training program. After all, most of our experiences in a classroom of any sort have pretty much been the same - there is a teacher at the front of the room going on and on with a lecture about the subject, while students, in neat rows, passively sit there and take notes.

This workshop is not designed like that. Instead, it has been developed based on the idea of being learner-centered. What this means is simple. You as the facilitator are not the center of attention, nor are you the sole dispenser of knowledge. In other words, learning happens as a result of your participants being allowed to do the work of learning for themselves. You can only really learn how to swim, for example, by swimming. Yes, an instructor may be there to help, but there really is no substitute for a person just diving in with their whole mind and body and experiencing a concept for themselves. There simply is no substitute for doing. This is how this workshop has been designed, rather than on conventional notions of what learning is.

If you keep this in mind, then any fears that arise about whether you can do this, or how you will come across to others, should quickly fade away. Learning will happen because your participants will be far better teachers of their own learning than you. Moreover, this workshop has been designed this way to intentionally take the burden off of you. Remember, whatever your participants can do for themselves, discover for themselves, or talk about for themselves – they will own. As a facilitator, all you have to do is manage the learning process. With this program, you will be able to do just that.

(page 1 of 2 pages)

Marketing Guide

Ready2Go Workshops® - Marketing Guide

(page 1 of 8 pages)

Outlined below are some guidelines for you to consider when planning a successful workshop:

- 1. Set your date** - Start planning 6-8 weeks out. It takes time to find your location, coordinate the details, and implement your marketing plan for the highest attendance rate, so give yourself plenty of time to effectively prepare and market.

Plus setting a date locks in your commitment and will keep you in action toward hosting a successful workshop.
- 2. Choose your location** - Ideally you want to find a location that is free or for a small fee. Community libraries often have rooms that can be rented for a small fee or for free. Community centers, recreation centers, and local churches also often have rooms for rent. Also contact your local Chamber of Commerce. They may have meeting rooms there or know of local businesses that do. If you are a networker and plan to do workshops on a regular basis, ask around at your networking club. Many businesses have meeting rooms that you can use if you just ask.
- 3. Determine your price** – You know best based on your geographical area, your target market, and your experience level, what price to charge for your workshop. For a 2.5 hour workshop, prices can range from \$29 to \$59 or more. We do not recommend that you do the workshop for free if you are conducting it as part of your regular business. If you are compelled to do it for a nominal amount, do it for \$10. People will not value it if it is free and attendance will be much lower as people will sign up and then not show up. Remember, it is not about quantity. It is about quality, and getting the right people there. If you are unsure of what to charge, ask some friends or colleagues. But do not undervalue your services or the value of these workshops. If you undervalue them, your prospects will too. And remember, you can adjust fees as you do more workshops and get more familiar with your market.
- 4. Make a budget** – It is good for you to have a clear idea of how much your workshop will cost so that you can adequately budget your expenses. It is also helpful for your long-term planning in terms of measuring client conversions, return on investment (ROI), and budgeting for future events. Keep in mind that these workshops are designed to minimize your additional expenses for training materials.
- 5. Set a goal** - Determine how many people you want to have at your workshop and at what price. Also set a goal for how many people you want to convert to clients. Typically 10% is a good conversion rate. Use that as your initial goal. If your numbers are lower, continue to shoot for 10%, and if they are higher, use that as your goal for future workshops. Track your conversion rates of all your workshops and you will determine an average over time that you can use as your regular goal.

And if you are selling products at the event, be sure to set a goal for product sales too.

Do not skip this step. It is imperative to your success that you set your goals, write it down, think about these things regularly, and take the necessary steps to achieve them. You will not achieve a goal that you do not have clearly defined. You can also make a vision board that defines your goals and objectives for your workshop.

(page 1 of 8 pages)

Marketing Activities Timeline *(page 1 of 3 pages)*

Included in your Ready2Go Workshops® package is a Marketing Guide with recommendations on how to plan a successful workshop.

Also included in your package are several sales letters including,

- 3 pre-event invitation emails including a reminder email.
- 1 follow-up email.
- 1 promotional flier.

We also have included 3 articles that you can use for pre and post event giveaways.

Outlined below is a suggested timeline of how to promote your event. As mentioned in the Marketing Guide, ideally you will want to begin your planning 6-8 weeks out, and start marketing about 4 weeks out.

Ideally you will want to space your marketing activities 1 to 1.5 weeks apart by following this timeline, providing your list with value that educates and peaks their interest.

(Timeline and tips for getting maximum attendance are included in the full workshop program)

Marketing Guide Supporting Documents *(included in your workshop package)*

E-Zine Registration Form

Complimentary Consultation Sign Up Form

Product and Services Order Form

Marketing Activities Timeline – countdown of activities to complete from
6 weeks to kick off!

Event Flier

3 Email Invitations

Follow Up Email

3 Articles - to send with your email invitations and follow up

Event Preparation Checklist - making sure you've got everything you need on game day such as your supply box, signage, photocopies, participant packets, CD player and event binder - just to name a few!

Participant Folder Contents

Within this section are recommendations, along with the necessary documents, to set up the participants' folders. You will want to purchase inexpensive pocketed folders and place the documents listed below in each side.

LEFT SIDE:

- Your business card.
- Brochure or flier explaining your products and services.
- List of upcoming events (if you have them scheduled).
- Offer to do other workshops, teleseminars or speeches for their company, club or organization and list the topics (see the Ready2Go Marketing Solutions' topics listing).

RIGHT SIDE:

- Welcome letter (Included).
- Agenda - (Included).

(The following documents will be added to the participant's folder throughout the workshop).

- Activity Sheets – (Included).
- Handouts - (Included).
- Workshop Evaluation (Included).
- Follow-up Homework - (Included. Great to use to follow up with the participants).

Facilitation Guide

Tips to Help Lead a Successful Workshop *(page 1 of 4 pages)*

At the heart of good facilitation is letting participants discover learning for themselves. As the facilitator, be open to allowing participants to express the learning that is most important to them.

You can do this by first creating a safe learning environment, which means responding neutrally to all participant comments, even those that may be at odds with the majority of the group. It is important to legitimize all contributions.

As well, keep in mind the following facilitation guidelines:

1. **Begin and end the workshop on time.** Whatever times you determined for your workshop, stick to them. These times have set an expectation in your participants' minds that need to be honored. This may mean that you will have to deviate from the script of this workshop depending on the level of participant discussion that materializes during the course. The most successful facilitators live in the moment and adjust their programs to ensure that participant needs and expectations are always being met.
2. **Encourage participants to ask questions, and don't be afraid of not knowing an answer.** Learning is not about you imparting your knowledge to others. Instead, learning is about creating a fertile space in which learning grows out of what participants share and reflect upon with each other. Handle questions in a way that encourages participants to express their own thoughts and feelings and to hear from others what they think and feel. When a participant asks you a question, reflect the question back to the entire group and see what they think first. For example, "Great question. What do the rest of you think about it?" Reflecting back to the entire group allows participants to explore and formulate their own answers by drawing upon the personal experience of others. Any time you can encourage participants to share their own thoughts, feelings, and experiences, rich learning will take place. Participants just want their questions answered; it doesn't matter to them who ultimately provides it.
3. **Address workshop disruptions subtly.** If participants are talking with one another and not paying attention to the content you want to give, simply stop and be silent. Such patience, especially delivered with a smile, can quietly redirect participants to refocus on the workshop.
4. **Remember that the best learning is entertaining as well as educational.** This workshop has built-in activities to help ensure that participants are engaged during the workshop. Still, it is important to remember that participants will also respond directly to the facilitator's own energy and enthusiasm. Participants will reflect the attitude of the facilitator, it's that simple. If you want your workshop to be received in a positive and enthusiastic manner, it begins with the attitude you bring to the workshop.

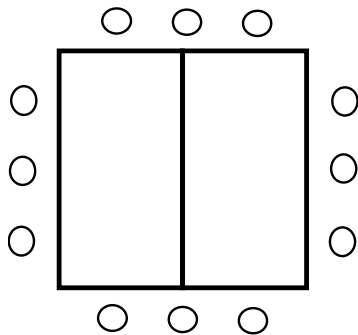
(page 1 of 4 pages)

Before the Workshop

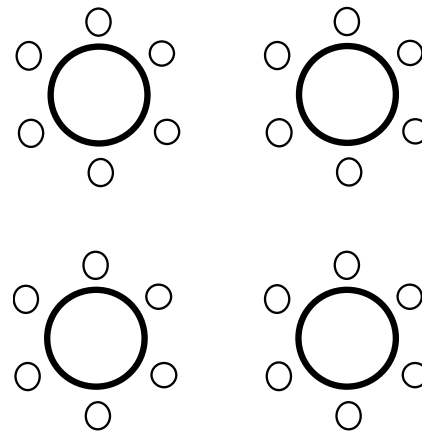
Room Set Up (page 1 of 4 pages)

- In many instances, you will likely have little say in the room you will be using for your workshop, and this may affect the way seating for your workshop can be arranged.
- Different seating arrangements will create different participant dynamics. Some seating arrangements will support participant interaction while others will give more control to the facilitator. Careful consideration in your seating arrangement can go a long way in creating high participant involvement.
- The following seating arrangements are the most advantageous when high participant involvement and interaction is desired. These arrangements will also promote an informal, relaxed atmosphere.

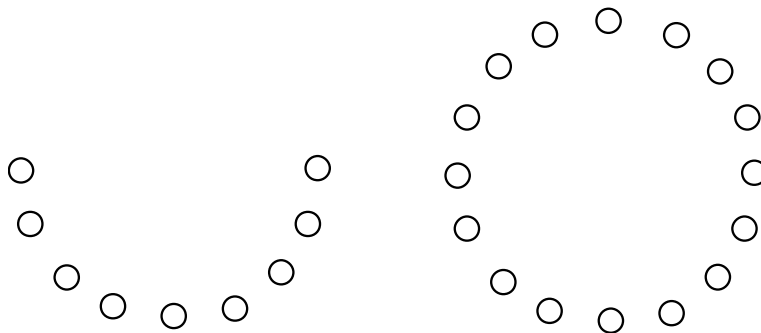
Single Square or Round



Cluster



Semi-circle or Full Circle



- With whatever seating arrangement you decide to use, make sure you have an appropriate number of chairs. You especially wouldn't want more chairs set up than the number of participants you are expecting. Set up the room so that it matches the correct number of participants you are expecting to attend the workshop plus just a few extra.

(page 1 of 4 pages)

Conducting the Workshop

Workshop Schedule

Time is the most valuable resource any of us have. As pointed out earlier, stay true to when you said you would start and end your workshop. The following agenda can help you with this goal, but remember, this agenda is meant to be a guideline and not a hard and fast schedule to keep. Be flexible and trust that if one section goes beyond the time listed, another section will likely come in shorter, thus allowing you to finish on time.

Topic	Time Estimate
Overview of Course	10 min
Introduction to Communication	10 min
What's Driving Communication?	10 min
The Difficulty in Connecting	15 min
Developing Non-Verbal Awareness	20 min
Communicating for Effectiveness	15 min
Break	10 min
The Art of Listening	20 min
Paraphrasing: Active Listening in Action	15 min
Effective Use of Questioning	25 min
Course Review	15 min
Course Application	15 min
Graduation	-
Total Time	3.0 Hours

Step #1 – Prepare Participants for Learning

Preparing participants to learn is a critical step. This step arouses interest in participants, generates positive feelings about the learning they are about to experience, and gets them primed to learn. Without it, many mental blocks within participants may limit the effectiveness of their learning.


Some of those mental blocks include:

- Fear of looking stupid in front of others.
- Uneasiness in interacting with people they don't know.
- Fear that the workshop will point out significant deficiencies in their own character.
- Fear of the change that comes along with personal growth.
- Personal situations outside the workshop that are occupying their minds, thus their attention.
- Concern over the workshop being boring.
- Fear of not being able to accomplish assignments within the workshop.
- Fear of failing or not meeting with success.

Create a positive learning environment by humanizing the workshop, letting participants know that they will be successful, and that the learning they are about to take on will be tremendously beneficial. Other ways to create a positive learning environment can be found on the next two pages of this guide.

The importance of getting off to a good start cannot be overstated. What you say and do in the first few minutes of the program can make all the difference in the world between a rich learning experience for participants and a frustrating expectation of what lies ahead for the next several hours.

(There is one activity that falls under this section...)

Time	Content	Notes
<p data-bbox="138 598 316 640">10 minutes</p> <p data-bbox="186 1186 324 1270">Learners Do:</p> <p data-bbox="162 1816 324 1900">Facilitator Says:</p>	<p data-bbox="430 388 1031 514"><i>(This is the first of 11 exercises in this workshop. All components are formatted this way)</i></p> <p data-bbox="349 598 860 640">Introduction to Communication</p> <p data-bbox="349 672 1015 745">An introductory activity communicates a great deal to participants about the workshop.</p> <p data-bbox="349 777 1088 850">This activity will relate directly to the topic at the same time it grabs the participant’s attention.</p> <p data-bbox="349 924 722 955">Activity: “What did you say?”</p> <p data-bbox="349 997 1096 1102">Activity Objective: Demonstrate for participants how tricky communication can be, and how easy it is for confusion to creep into our communication efforts.</p> <div data-bbox="349 1165 454 1270">  </div> <p data-bbox="446 1249 592 1281">Directions:</p> <ol data-bbox="397 1312 1104 1900" style="list-style-type: none"> <li data-bbox="397 1312 1104 1732"> <p data-bbox="397 1312 812 1354">1. Have participants form pairs.</p> <ul data-bbox="446 1386 1104 1732" style="list-style-type: none"> <li data-bbox="446 1386 1104 1617"> <p data-bbox="446 1386 1104 1501">▪ There are many ways to have participants partner up with somebody else. Here’s one fun way you can use:</p> <ul data-bbox="544 1501 1104 1617" style="list-style-type: none"> <li data-bbox="544 1501 1104 1617"> <p data-bbox="544 1501 1104 1617">◦ Partner with the person who has the closest number of pieces of jewelry or buttons as you.</p> <li data-bbox="446 1648 1104 1732"> <p data-bbox="446 1648 1104 1732">▪ If you have an odd-number of participants, then just make one group a group of three.</p> <li data-bbox="397 1753 1104 1900"> <p data-bbox="397 1753 1104 1795">2. Read the following paragraph to the participants:</p> <ul data-bbox="446 1827 1104 1900" style="list-style-type: none"> <li data-bbox="446 1827 1104 1900"> <p data-bbox="446 1827 1104 1900">▪ “Stna klat without gnyias a drow! Did you know that when stna touch each other with their</p> 	<p data-bbox="1128 598 1364 745">Materials Needed: Pen or pencil, and “Paragraph Worksheet.”</p>

Time

Content

Notes

eannetna, it is one way they klat or etacinummoc?”

3. After, ask anyone who understood what you said to raise his/her hand.

- No one will.

4. Advise the groups that you are going to have a competition with a prize going to the pair who can first decipher the hidden message. Hand out to each pair the “Paragraph Worksheet.”

- Hand out the worksheet face down, and ask groups not to look at it yet.
- When every group has a copy of the paragraph, tell them that they can now begin.
 - It shouldn't take long for one pair to decipher the paragraph.
- Have groups raise their hands when finished.

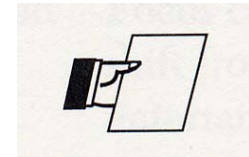
5. Ask the group who first deciphered the message to read it out loud to the rest of the participants.

6. Debrief the activity:

- How does this paragraph represent communication? **(This is their first sharing opportunity in the workshop. Do not worry if they are silent until they “warm up”. Give them time to respond, expect silence, and encourage a few to participate. Don’t rush this, it will take a bit of time for them get comfortable.)**

Possible response:

- Communication can be like this mixed-up paragraph in that we often send messages that end up sounding like ‘garbly-gook’ to our listeners.



Handout – “Paragraph Worksheet.”



Facilitator Asks:

Time	Content	Notes
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Facilitator Asks:

- We make the assumption that our listeners understand what we are saying. Often, this is not the case.

- What challenges to communication did this activity illustrate? **(Once again, wait. Offer one of these answers if necessary to stimulate conversation. Encourage participation. Give them time to “warm up.” Using phrases like “what else?” is great to encourage more response)**

- It can take a lot of time and effort to find the key to the real meaning of what someone is saying.

- Listening is hard. Often the listener won't even feel like trying to sort it out.

- A misunderstood message can result in a poor performance, contention between friends, and unnecessary strife.

Facilitator Says:

“This workshop will show you how to make sure that when you are communicating with someone else, that the messages you are sending are clear and easily understood.”



Supporting Note

The actual wording of the paragraph is:

- Ants talk without saying a word! Did you know that when ants touch each other with their antennae, it is one way they talk or communicate?

(This is the first of 11 exercises in this workshop. All components are formatted this way)

Paragraph Worksheet

Stna klat without gnyas a drow! Did you know that when stna touch each other with their eannetna, it is one way they klat or etacinummoc?



Notes:

Step #2 – Content Presentation & Practice

This is the part of the workshop where participants first encounter new knowledge.

True learning means that participants acquire a deeper understanding of a topic by pushing past the boundaries of their own awareness of the concept.

This means participants become conscious of new ideas and possibilities through their own discovery and experience of the topic. In other words, total participant involvement is necessary.

Learning is not passive; it's not an act of consumption. Instead, learning is an act of creation.

What participants think, say, and do is more important than what the facilitator thinks, says, and does. The facilitator's role is simply to initiate the learning process and then get out of the way.

During this workshop, participants will engage in a variety of learning activities where they will experience, discuss, and reflect upon the content for themselves rather than just having it spoon-fed to them by the facilitator.

(The majority of the workshop activities fall under this section...)

Step #3 – Course Review & Application

It's important to know to what extent the workshop has been successful.

Reviewing what has been learned is critical for long-term retention by participants. This step is the culmination - the fulfillment - of all the learning that has gone on during the workshop.

Unless what is learned is applied, there is no learning. Participants need to reflect on their experiences in the workshop and bring closure to their learning.

This step also gives participants a chance to draw on other participant's experiences so that they can generate conclusions about what has been learned from others as well.

Reviewing what's been learned ultimately solidifies what has been learned at a deeper level and expands participants' ability to analyze, reflect, and make adjustments to the knowledge they have gained.

(More workshop activities fall under this section...)