

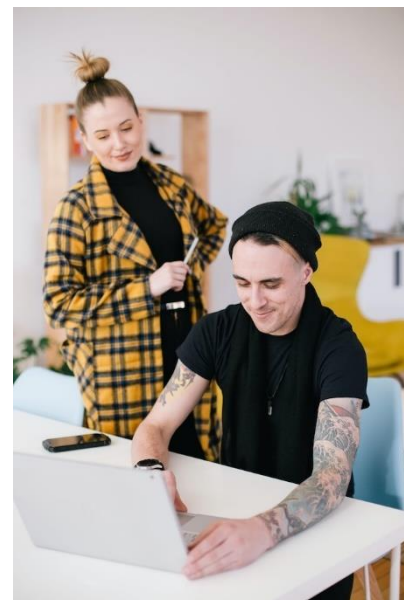
Delivering a Workshop

Communication works for those who work at it. – John Powell



Warm up

- What are your thoughts on the quote provided?
- Describe your current role and how often you use English for communication.
- How has communication differed in your past roles across industries? If so, elaborate.
- Has your communication style evolved throughout your career? How?
- Have you observed cultural differences in workplace communication?
- How important are active listening and nonverbal cues in your communication? Any examples?



1. Work in pairs and brainstorm the pros and cons of facilitating a workshop *online* vs. *face-to-face*.

Online: Pros	Online: Cons
<ul style="list-style-type: none"> • <i>Accessibility for remote participants.</i> • <i>Cost-effective, as it eliminates travel expenses.</i> • <i>Flexibility in scheduling and time zones.</i> • <i>Use of digital tools for interactive activities.</i> • <i>Easier to record and share sessions for future reference.</i> 	<ul style="list-style-type: none"> • <i>Potential technical issues or connectivity problems.</i> • <i>Limited non-verbal cues for gauging participant engagement.</i> • <i>Challenges in creating a truly interactive and dynamic environment.</i> • <i>Potential distractions in participants' own environments.</i> • <i>Difficulty in building personal connections and rapport.</i>
Face-to-face: Pros	Face-to-face: Cons
<ul style="list-style-type: none"> • <i>Immediate, in-person interaction and engagement.</i> 	<ul style="list-style-type: none"> • <i>Limited accessibility for remote or distant participants.</i>

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| <ul style="list-style-type: none"> • <i>Stronger opportunities for networking and relationship-building.</i> • <i>Easier to read and respond to non-verbal cues.</i> • <i>Higher potential for hands-on activities and group exercises.</i> • <i>Reduced reliance on technology for communication.</i> | <ul style="list-style-type: none"> • <i>Higher costs associated with venue, travel, and accommodation.</i> • <i>More rigid scheduling constraints based on physical location.</i> • <i>Potential logistical challenges in organizing and coordinating.</i> • <i>Environmental impact in terms of travel and resource consumption.</i> |
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- Discuss possible ways to deal with the disadvantages.



2. Read the dialogue and answer the following questions.

Trainer: Welcome back everyone, to day 2 of our workshop. Let's kick off by reflecting on our experiences from yesterday. We want to make sure you're getting the most out of this. Any thoughts?

Sarah: Sometimes, I found the instructions a bit hard to follow.

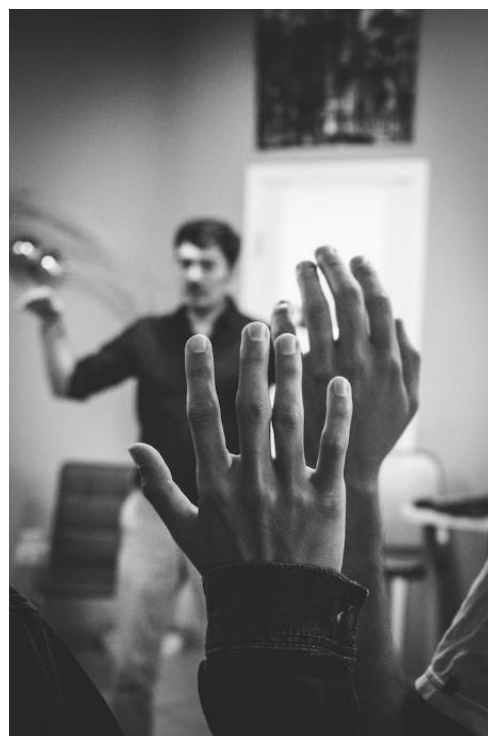
Trainer: Thanks for sharing, Sarah. Can you give an example?

Sarah: Sure. During the case study activity, I got a bit confused about the steps. It left me feeling a bit lost, and I wasn't sure if we were focusing on the right aspects.

Trainer: I understand. Clear instructions are crucial. I'll make sure to provide detailed steps for such activities. Any other feedback or questions?

John: I've noticed some discussions happening outside the main group. How can we make sure everyone's on the same page?

Trainer: Good point, John. In larger groups, side conversations can happen. Feel free to join in. This way, we ensure everyone is in sync. Your active involvement helps us stay connected.



1. How does the trainer ensure participants feel comfortable sharing their challenges? Can you provide examples from the conversation? *The trainer ensures participants feel comfortable sharing challenges by acknowledging and appreciating their input. For example, when Sarah mentioned finding the*

instructions difficult, the trainer thanked her for sharing and asked for an example, creating a safe space for open communication.

2. How did the trainer's response to Sarah show effective communication skills? *The trainer's response to Sarah demonstrated effective communication skills by actively listening, seeking clarification, and committing to improvement. By understanding Sarah's specific concern about the case study activity, the trainer showed empathy and a willingness to address the issue.*
3. What do you think of John's observation about discussions outside the group? Could it affect the workshop? Why or why not? *Sample answer: John's observation about discussions outside the group is valid. It could potentially affect the workshop as it might lead to fragmented information and different levels of understanding among participants. This could hinder the overall learning experience.*
4. What's your view on the trainer suggesting John join side conversations? Is this a practical approach? Why or why not? *Sample answer: The trainer's suggestion for John to join side conversations is practical. It promotes inclusivity and ensures that everyone has access to the same information. By encouraging active involvement, the trainer helps maintain a cohesive learning environment.*
5. Why do you think it's important for trainers to actively seek feedback from participants? How does this enhance the learning experience? *Sample answer: It's important for trainers to actively seek feedback from participants because it promotes a more tailored and effective learning experience. Understanding the challenges and concerns of participants allows the trainer to make necessary adjustments, leading to a more enriching and valuable workshop.*



3. Read the list of *techniques for handling workshop challenges* and discuss the following questions in small groups. Afterwards, each group should share the main points of their discussion with the entire class.

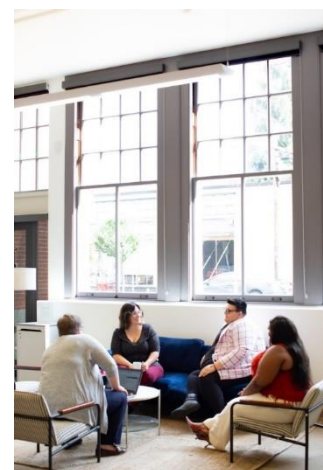
- Using active listening and paraphrasing to address concerns
- Incorporating icebreakers and team-building activities
- Using non-verbal cues to redirect disruptive behaviour
- Implementing small group discussions to encourage diverse viewpoints
- Offering individual reflection time for introverted participants

Why are active listening and paraphrasing important techniques in workshop management? *Sample answer: Active listening and paraphrasing are crucial in workshop management because they show participants that their concerns are valued and understood. This fosters trust and open communication.*

What non-verbal cues redirect disruptive behaviour subtly?

Sample answer: Subtle non-verbal cues like maintaining eye contact, using gestures, or shifting body language can redirect disruptive behaviour without causing discomfort or confrontation.

Which icebreakers or team-building activities encourage a positive workshop atmosphere? Offer some examples if possible. *Sample answer: Icebreakers like "Two Truths and a Lie" and team-building activities such as a group scavenger hunt encourage positive interaction among participants.*



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Give examples of non-verbal cues for managing disruption. *Sample answer: Non-verbal cues for managing disruption include using a calm tone of voice, using a hand gesture to signal quiet, or making direct eye contact with the disruptive participant.*

Have you experienced or led workshops with significant small-group discussions? What did you learn? *Sample answer: Yes, I've led workshops with significant small-group discussions. I learned that it encourages diverse perspectives and allows participants to learn from each other's experiences.*

Why allocate time for individual reflection, especially for introverts? *Sample answer: Allocating time for individual reflection, especially for introverts, allows them to process information at their own pace and contribute meaningfully to the workshop.*

1. Brainstorm a new technique with your group for handling workshop challenges.

Possible answers:

- *Clear Objectives: Define workshop goals clearly.*
- *Precise Instructions: Ensure clear task guidance.*
- *Positive Environment: Foster inclusivity and comfort.*
- *Active Participation: Engage participants consistently.*
- *Adaptability: Respond to participant needs flexibly.*
- *Facilitate Dynamics: Ensure balanced group interactions.*
- *Constructive Feedback: Provide specific, positive input.*
- *Time Management: Allocate time efficiently.*
- *Visual Aids: Use visuals for enhanced understanding.*
- *Summarize Takeaways: Reinforce key points periodically.*



4. Read the scenarios and after each one discuss the questions below.

- What strategies can you use to deal with the challenge presented in the scenario while maintaining a positive workshop atmosphere?
- Do you have a real-life experience which is similar to any of the scenarios?

Scenario 1: Handling a disruptive participant

You are conducting a workshop on effective communication skills for a group of professionals. Most participants are actively engaged and participating in discussions. However, one participant consistently interrupts others, makes off-topic comments, and dominates the conversation. This behaviour is causing frustration among other participants and hindering productive discussions. You need to address this situation and ensure that the workshop remains beneficial for all attendees.

Possible answers:

- *Politely acknowledge the participant's input and redirect them back to the main discussion.*
- *Set clear expectations for respectful participation at the beginning of the workshop.*
- *Offer opportunities for structured individual reflection to allow quieter participants to contribute.*
- *Privately discuss concerns with the disruptive participant during a break to find a resolution.*



Scenario 2: Addressing conflicting viewpoints

During your workshop on leadership, participants had diverse opinions on the best approach to solving a hypothetical workplace scenario. Some participants are becoming increasingly passionate and a bit heated in their discussions, leading to potential tension in the room.

Possible answers:

- *Encourage participants to provide evidence or examples to support their viewpoints.*
- *Facilitate structured group discussions with clear time limits for each speaker.*
- *Acknowledge the validity of diverse perspectives and focus on finding common ground.*
- *Establish ground rules for respectful dialogue and active listening.*

Scenario 3: Encouraging participation from introverted participants

In your workshop on effective team collaboration, you notice that a few participants tend to remain quiet during group discussions and activities. They appear to be introverted and may be hesitant to share their thoughts openly. This lack of participation could potentially lead to a lack of diverse perspectives in the workshop.

Possible answers:

- *Assign group roles to ensure every participant has a chance to contribute.*
- *Use smaller group settings or pairings to create a more comfortable environment for introverted individuals.*
- *Offer moments of reflection before group discussions to allow participants to gather their thoughts.*
- *Provide opportunities for written contributions or anonymous feedback.*

Scenario 4: Dealing with a dominant participant

You're leading a workshop on negotiation skills for a group of professionals. During a role-playing activity that involves negotiation simulations, one participant consistently dominates the discussion and tends to overpower others with their ideas and suggestions. This behaviour is preventing other participants from fully engaging and sharing their perspectives.

Possible answers:

- *Introduce structured turn-taking or timed response activities to ensure everyone gets an opportunity to contribute.*
- *Use non-verbal cues, such as eye contact or gentle gestures, to subtly redirect the dominant participant's focus when needed.*
- *Set clear expectations for balanced participation and active listening.*
- *Privately speak with the dominant participant, acknowledging their enthusiasm but encouraging them to allow others to speak.*



5. Work in pairs. One of you will be the trainer, and the other will be the trainee. Follow the instructions and perform the role play.

Role Play Activity: Handling feedback



Encourage trainers to approach the role play with empathy and active listening. Trainees should provide specific examples in their feedback. This activity helps simulate real-world scenarios for effective communication practice.

Trainer's objectives:

You delivered a workshop on management skills. You are playing the role of trainer, and your partner will act as a trainee. Your task is to effectively address the client's concerns and find a satisfactory resolution.

- Actively listen.
- Show empathy and that you understand their perspective.
- Offer suitable solutions.



Trainee's objectives:

You have recently attended a workshop on management skills. You must give the trainer some feedback on the workshop. Use the prompts below to offer feedback.

Positive

- The workshop environment was inclusive and encouraged active participation.
- The trainer answered questions and provided additional examples when needed.
- Time management techniques were very useful.
- The group activities were a great way to apply the learned concepts.

Constructive

- A few instances where the content seemed a bit rushed.
- More visual aids, like charts or diagrams, could have made some concepts easier to remember.
- Open discussions would have allowed for deeper exploration of certain topics.



6. Debrief: discuss the following questions with your class.

1. What went well in the interaction?
2. Were there any challenges faced while addressing the client's concerns?
3. Did you reach a satisfactory resolution? If not, what could have been done differently?