



Facilitation training 2023  
In house courses 2023

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## Table of Contents

|   |           |
|---|-----------|
| <b>Overview</b> .....   | <b>3</b>  |
| <b>Features</b> .....   | <b>3</b>  |
| <b>Core in-depth courses</b> .....  | <b>3</b>  |
| <b>Tasters (all 2.5 hours)</b> .....  | <b>3</b>  |
| <b>Group facilitation methods</b> .....                                       | <b>4</b>  |
| Who is this course for?.....  | 4         |
| What you will gain.....   | 4         |
| In house prices .....   | 4         |
| What they say.....  | 4         |
| <b>Facilitating Virtual Events</b> .....                                      | <b>5</b>  |
| Who is the course for? .....  | 5         |
| What you will gain.....   | 5         |
| In house prices .....   | 5         |
| What they say.....  | 6         |
| <b>Introduction to facilitating virtual events</b> .....                      | <b>7</b>  |
| In house prices .....   | 7         |
| <b>Producing virtual events</b> .....   | <b>8</b>  |
| In house prices .....   | 8         |
| <b>Designing and facilitating hybrid events</b> .....                         | <b>9</b>  |
| <b>Hybrid Events Masterclass</b> .....  | <b>9</b>  |
| In house prices .....   | 9         |
| <b>Hybrid events Bootcamp</b> .....   | <b>10</b> |
| In house prices: .....  | 11        |
| <b>Mentoring and clinics</b> .....  | <b>12</b> |
| <b>“I can’t do all of these courses at once: where should I start?”</b> ..... | <b>12</b> |
| <b>Dr Órla Cronin</b> .....   | <b>13</b> |

## Overview

We offer 3 in-depth courses of varying lengths, and several 2.5 hour 'bootcamps/tasters'.

## Features

- All of the training is delivered by highly experienced trainers who are also facilitators in their own right
- All of our courses can be delivered face to face or remote. Courses can also be delivered in hybrid format (with some participants co-located and others remote), but there is a small additional fee for this.
- Our training is highly interactive.
- We can develop bespoke courses on request.
- We can offer training in English or Spanish, and we are experienced in working via interpreters.
- We are currently developing a 'train the trainer' journey for the two long courses which we would be happy to discuss further.
- We love being asked to facilitate learning journeys which include some element of needs assessment/learning reviews/mentoring as well as more formal training.
- **Prices are based on 12 course participants.** Additional participants are charged at 10% of the overall course fee, to a maximum of 24 participants per session.

## Core in-depth courses

- 1 [Designing and facilitating hybrid events.](#) 3 x 2 hour remote sessions
- 2 [Facilitating virtual events](#) 7 x 2 hour remote sessions (including practice sessions)
- 3 [Group facilitation methods\\*](#) 8 x 2.5 hour remote sessions/2 days face to face.

(\*Covers 2 methods: Focused Conversation, and Consensus Workshop, and can be split to deliver just focused conversation if that is preferred.)

## Tasters (all 2.5 hours)

- a) Introduction to facilitation (emphasis on focused conversation demonstration)
- b) Introduction to virtual facilitation
- c) Designing and facilitating hybrid events bootcamp
- d) Producing virtual events

## Group facilitation methods

We offer ICA:UK's flagship Group Facilitation Methods course under licence as either a 2 day face to face course or an 8 x 2.25 hour session remote course.

We teach versatile, powerful techniques for structuring effective group conversations and finding group consensus, including practice sessions with feedback. This course provides a structured opportunity to learn two powerful participatory tools: the Focused Conversation and the Consensus Workshop.

Each method is first demonstrated, then analysed and discussed, and then practised by participants in supportive small groups with guided reflection and feedback. Before concluding, participants plan how they will apply each method in their own situations, whether virtual or face to face. Participants will develop their skills, share experiences and gain an in-depth understanding of the principles behind the methods.

### Who is this course for?

Designed for those who want to use facilitation skills confidently and effectively, this course suits all levels of experience including team leaders, public engagement specialists, research managers, community and voluntary support workers, independent facilitators, community activists, and group leaders of any kind.

### What you will gain

By the end of the course, you will

- be able to identify when and how to use the Focused Conversation and Consensus Workshop methods
- have gained confidence in the use of these methods
- have recognised and explored elements of participation, creativity, teamwork and action
- have built links with others to promote future collaboration and support in the use of the methods
- be eligible for an ILM Development Award

### In house prices

|                                 |         |
|---------------------------------|---------|
| Private and large public sector | £13,720 |
| Voluntary sector                | £10,500 |

### What they say...

"An excellent programme – among the best value-for-money programmes I have attended in my career of over 20 years" – John Burns, Organisational Analysis

"One of the challenges we have is how best to support Fellows who want to work with each other to turn their ideas into projects and practical initiatives. It's really helpful to see (and try out) some different approaches that we can pass on" – Sam Thomas, RSA Networks Manager

## Facilitating Virtual Events

Learn and practice ways to make online events participatory, engaging and productive. The world is changing. While COVID 19 has challenged us to move many of our meetings online temporarily, the Climate Emergency encourages us to make online interactions part of our regular practice in the future. Facilitators have a unique opportunity to contribute significantly to people's virtual experience, making meetings more inclusive, more effective and more fun! Orla Cronin, this course designer, has been providing virtual facilitation, and delivering training in virtual facilitation, for almost a decade.

### Who is the course for?

This course is intended for anyone who is experiencing the growing demand for effective online meetings, workshops and events and who wishes to build their confidence and repertoire in designing and delivering these, including anyone who is leading virtual meetings,, workshops, conferences. Participants have included team leaders, public engagement specialists, research managers, community and voluntary support workers, independent facilitators, community activists, lecturers, teachers, and trainers.. It is suitable for those with existing face to face facilitation skills, but it can also enhance and support the development of inexperienced facilitators.

### What you will gain

- Learn to lead engaging online meetings, workshops and events that elicit innovative thinking and creative problem-solving.
- Build your confidence as a virtual facilitator
- Design and deliver interactive, engaging online events
- Learn tools and techniques for virtual meeting design and eliciting participation.
- Allow people across the globe to exchange experience and knowledge, and collaborate and innovate together.
- Pay attention to issues of diversity, inclusion and power

The course is divided into 7 sessions, and is held online twice a week. Each session lasts for 2 hours. The course is delivered using Zoom but is intended to be 'platform agnostic'. If people wish to run their practice sessions via a different platform, that is encouraged.

We also invite participants a discussion forum (currently Basecamp) where they can post questions, request resources, have discussions with your course peers and download the materials from each session.

### In house prices

|                                 |           |
|---------------------------------|-----------|
| Private and large public sector | £14,90090 |
| Voluntary sector                | £11,600   |

What they say...

Very excited to have been on a great training course for virtual facilitation! Unanimity CC

For anyone who feels their online meetings could be more engaging and productive, this is a wonderful course. Not only is the content superb, but all of the techniques are role modelled, so the sessions themselves are hugely engaging, informative and fun. Suzanne Trew

## Introduction to facilitating virtual events

This 2.5 hour masterclass is a rapid introduction to the themes of our longer course. We explore ways of converting your existing facilitation practice into the virtual world. It explores the participant journey in a virtual meeting, event or workshop, and provides ideas for how to achieve the practical and experiential aims within this environment. It is fast paced and highly interactive, and provides participants with a palette of ideas for enhancing their own virtual facilitation practice.

### In house prices

|                                 |        |
|---------------------------------|--------|
| Private and large public sector | £2,200 |
| Voluntary sector                | £1,620 |

## Producing virtual events

This 2.5 hour masterclass teaches in detail how to design and run breakout sessions and how to configure Zoom. It helps to build confidence in supporting the technical implementation of meetings, regardless of how large. Participants gain experience in creating and moving between breakouts, and consider other aspects of ensuring that the experience is smooth and glitch free for participants.

By the end of this course participants will have learned:

- Ways of working with and supporting the facilitator, before, during and after the meeting
- How to create a smooth breakout experience
- 'Tweaks' which can be made to the event design to make the producer's role easier and to 'de-risk' the event
- Key features of the Zoom dashboard which have producer implications
- How to distribute the producer role across a team during a large event/webinar.
- How to optimise screen sharing

### In house prices

|                                 |        |
|---------------------------------|--------|
| Private and large public sector | £2,200 |
| Voluntary sector                | £1,620 |



## Designing and facilitating hybrid events

When we talk of 'hybrid' events we can mean anything from one or two people dialling into a mainly face to face meeting, through to a complex international, multi-site gathering.

Great event design and skilful facilitation help to make hybrid events engaging and productive. Hybrid events pose particular additional challenges and benefits over remote or face to face meetings in terms of building connection between individuals, enabling everyone to receive the same stimulus, and supporting collaborative work on shared outcomes.

At Orla Cronin Research we have over 15 years of expertise in facilitating and training in hybrid and remote events. We offer three ways of accessing our expertise: a 'deep dive' over several sessions, a single session introduction, and mentoring or clinics to focus on specific events which are under development.

### Hybrid Events Masterclass

3 sessions of 2 hours per session, including workshop time to reflect on your own event (delivered in collaboration with CoCreative Labs)

This course covers everything a facilitator or meeting host would need in order to design and set up a successful hybrid meeting, workshop or event, including

- assessment and pre-meeting checklist
- technology and audio/video setup options and products
- team roles, responsibilities and best practices
- common tech and engagement challenges and strategies to address them
- facilitator mindset
- Lots of tricks and tips
- peer coaching and problem solving opportunities.

This course will help you feel confident and perhaps even excited to dive into the complexity of hybrid meetings and make great things happen. It is supplemented by ample opportunity to explore our case studies and experience gathered in over a decade of delivering virtual and hybrid events. We deliver the course via Zoom and Miro, but there is no requirement for expertise in Miro.

#### In house prices

|                                  |        |
|----------------------------------|--------|
| Private and large public sector: | £6,500 |
| Voluntary sector:                | £4,900 |

## Hybrid events Bootcamp

Designing and leading hybrid meetings - with some participants located physically together and others participating remotely - can feel like a brain-bending challenge.

In this fast-paced, interactive 2.5 hour session, offered on the Miro platform, you'll *experience* what a real hybrid meeting might look and feel like and leave with a toolkit of best practices to create energizing connection, equitable participation, and effective outcomes in this new reality.

We'll explore:

- **The first 10 minutes: Creating a safe and comfortable shared space**  
Participation protocols, pre-messaging, and onboarding best practices to ensure that everyone feels welcome and fully involved from the start
- **Facilitation and engagement strategies**  
Fun and easy techniques and tricks to facilitate introductions and icebreakers, group go-arounds, visual brainstorming, homogenous breakout groups, gallery walks and carousel activities, plenary discussions and energizers
- **Room setups and tech configurations for clear communication**  
Technology and audio/video setups and products to enable effective collaboration, at the right level of complexity and cost for you and your group
- **Roles, responsibilities and best practices** for an effective hybrid facilitation team
- **Hard-earned advice** on managing complexity and making it fun!
- **Reusable templates and resources** for:
  - Needs assessment/scoping
  - Assigning roles and responsibilities
  - Facilitation team backstage guide
  - Pre-meeting checklist and messaging
  - After-session reflection
  - Slides and Miro frames you can copy and use in your own events

This course will help you feel confident and - we daresay even EXCITED! - to dive into the complexity of hybrid meetings and make great things happen!

This workshop and accompanying materials are collaboratively created by Oscar Wolters-Duran (Blue Thistle Consulting), Kim Howe (CoCreative Labs), Una McAlinden (Creative Strategy Solutions), and Orla Cronin (Orla Cronin Research) who have trained over 5,000 people in dynamic virtual facilitation and been designing and facilitating hybrid events for over a decade.

Note: We also offer a 6-hour Masterclass that includes all of the above, plus more hands-on experience of complex mixed-location activities and groupings, accessibility and language considerations, asynchronous options, design and application to real events, peer coaching and problem solving, and more. Adventurous spirits encouraged! [Click here for details!](#)

All trainers are also available to offer personal coaching and mentoring for specific events you're designing.

In house prices:

|                                 |        |
|---------------------------------|--------|
| Private and large public sector | £2,200 |
| Voluntary sector                | £1,620 |

## Mentoring and clinics

We often find that group clinics or 1-2 hours of mentoring on a specific real task helps to deepen the learning and polish the design and delivery of an event. This is sometimes provided to graduates of our courses, or to an internal team in an organisation working on a large event (e.g. Tearfund, Initiatives of Change, ISEAL)

In house prices - Mentoring

Private and large public sector           £120 per hour (max 3 individuals in one session)

Voluntary sector                               £90 per hour (max 3 individuals in one session)

In-house price – clinic

Price depends on number of people and nature of support needed.

“I can’t do all of these courses at once: where should I start?”

If your team already have some facilitation experience and you wish to design and deliver fantastic virtual events, consider [Facilitating Virtual Events](#)

If your team have already dealt with the challenges of virtual facilitation but wish to bring deep attention to the design, facilitation and production of hybrid events, consider [Designing and Facilitating Hybrid Events Deep Dive](#)

If you want to develop general skills and competencies in facilitation in any modality, so that your team members become confident meeting, event and workshop designers and facilitators, consider [Group Facilitation Methods](#)

If your team wishes to spend a little time reflecting on their own practices, and obtain tips, tools, affirmation and polish in specific areas, consider any or all of the short, focused masterclasses, or mentoring.

## Dr Órla Cronin

I am a research psychologist, facilitator, trainer and consultant to NGOs and other civil society organisations.

In over twenty years of facilitating, I have developed a broad toolkit of live and virtual facilitation methods. I have a deep commitment to participatory approaches e.g. Technology of Participation, World Café, Agile, Solution Focus, Open Space and Appreciative Inquiry.



I facilitate live (e.g. Armenian Centre for Human Rights organisational review), virtual (e.g. Barefoot Collective 'virtual writeshop') and 'hybrid' workshops (e.g. WWF organisational development virtual workshop – 19 organisational development practitioners globally, with 20 more joining from their 'live' meeting in Tanzania, and a global hybrid workshop on advocacy for Amnesty International).

I have facilitated in a wide variety of settings, with participants as varied as senior scientists, diplomats, human rights defenders, brick kiln owners in SE Asia, visually impaired participants, academics, engineers, young people with learning disabilities, young female footballers in Kenya, and Welsh Assembly members. I work in English, but can also work in French and Spanish, and I am also experienced and comfortable working with interpreters.

Recent 'virtual' facilitation clients have included Streetfootballworld, Amnesty International, Global Health Network (Oxford University), Royal Society, REN21, WWF, GlobaltFokus, Barefootguides, US Centers for Disease Control & Prevention, the Alliance for Cancer Prevention and a series of Royal Society roundtables on digital technology and misinformation.

I love supporting individuals development as facilitators, by providing training in live and virtual facilitation methods, mentoring and clinics, which supports them in their meeting, workshops, events and training courses.

In recent months I have trained staff at Wilton Park (an Executive branch of the UK Foreign and Commonwealth Office), members of a global environmental activism group, and staff groups at National Council for Voluntary Organisations, Platform for International Co-operation on Undocumented Migrants (PICUM), Boston Scientific, Manchester Metropolitan University, Tearfund, University of Dundee, University of Leeds, University of Sheffield, National Library of Scotland, BOND, Oxfam Ireland, the Soil Association, Boston Scientific, and the European Monitoring Centre for Drugs and Drug Addiction (EMCDDA). I delivered virtual workshops at 2020 the Global Health Network MESH community engagement conference, the NIHR Academy conference, and the Social Research Association conference.

A fuller CV is available at my collective's site: <http://www.framework.org.uk/who-we-are/orla-cronin/> , and my company website is [www.orlacronin.com](http://www.orlacronin.com) . I tweet occasionally at @croninorla, @frameworkorg and @ica\_uk.

I work with a fantastic bunch of deeply experienced associates. More information is available here: <https://tinyurl.com/trainersprofiles>