

## **DAY 1**

### *Introduction to Facilitation Skills*

- Introduction to the Program
- Introduction in the Key Roles of a Facilitator
- Start Case FMECA (*Problem Solving*)
- Theory Communication Process Model and Skills (*Feedback*)
- Theory and Exercises in Asking Questions
- Exercises in Problem Solving in an Expert Team

## **DAY 2**

### *The Basics of the FMECA Method*

- FMECA Process an Template – *All Aspects*
- Theory Ordering Information in FMECA (*Analytical Grammar*)
- Theory Presentation Skills (*Part 1*)
- FMECA Introduction Case
- Theory and Exercises in Asking Questions
- How to Make Teaches to Foster the FMECA Process

## **DAY 3**

### *Introduce and Teach Your Own FMECA Process*

- Theory Thinking Preferences Ned Herrmann and De Bono
- Theory Presentation Skills (*Part 2*)
- Presentations and Teaches of Participants (*Feedback Sessions*)
- FMECA Case (2)
- Exercises with Reluctant Behavior
- Preparation of New Presentations and Teaches

## **DAY 4**

### *Judge Information and Quality of FMECA*

- Theory of Stakeholder Management and Networking
- Exercise Inventory of Stakeholders and How to Approach

- Case: Challenge the FMECA (*and FMECA's of Participants*) Focus on Decision Making
- Theory Motivation Factors for Participants
- Presentation of Participants FMECA's (*Feedback Session*)
- Theory Implementation and Project Management

## **DAY 5**

### *Promoting FMECA Results*

- Overall Learning Personal Points and Feedback
- All Presentations and Feedback
- During Presentations Exercises based on the Learning Points
- Celebrate Success
- Evaluation and Closure of Training