



Facilitation for Stakeholder Buy-in

Effective facilitation is essential for aligning teams and gaining stakeholder support. This workshop helps UX and product teams with practical techniques to lead focused, engaging sessions that surface diverse perspectives and move decisions forward. Participants will reflect on their facilitation style, explore new approaches that fit their team context, and build confidence in gaining consensus and support.

COURSE OPTIONS



Live Virtual
Half-Day or 1-Day



In-person
Half-Day or 1-Day

WHAT YOU WILL LEARN...

- How to plan and facilitate sessions that drive alignment and buy-in
- Ways to adapt facilitation styles to different audiences and team dynamics
- Principles for guiding discussions, managing conflict, building trust, and getting alignment
- Techniques for choosing methods and developing engaging workshops that achieve goals
- Methods for connecting facilitation results to user needs and business goals
- Steps to apply reflection and feedback to continuously improve as a facilitator

WHO SHOULD ATTEND?

Ideal for UX designers, researchers, and product team members who lead or contribute to workshops, design reviews, or customer collaboration sessions. This workshop is designed for practitioners who want to refine their facilitation skills and gain confidence in leading sessions that create clarity and buy-in.



COURSE OUTLINE

PREPARATION PHASE (PRE-WORKSHOP)

- Interviews with leaders to tailor workshop content
- Identify team facilitation patterns and opportunities
- Finalize agenda and exercises

FOUNDATIONS OF FACILITATION

- The role of facilitation in UX and experience design
- Personal facilitation styles and self-awareness
- Exercise: Reflect facilitation experiences and outcomes

UNDERSTANDING AUDIENCES & DYNAMICS

- Engaging cross-functional and stakeholder groups
- Reading dynamics, managing tension, and creating safety
- Exercise: Map facilitation challenges and strategies to address them

STRUCTURING EFFECTIVE SESSIONS

- Setting clear goals and outcomes for sessions
- Balancing theory, discussion, and action
- Exercise: Redesign a team workshop for greater impact

ADVANCED TECHNIQUES FOR STAKEHOLDER BUY-IN

- Tools for framing, reframing, and managing conflict
- Keeping discussions productive and focused
- Exercise: Role-play a design review and practice real-time facilitation

INTEGRATION & REFLECTION

- Capture takeaways and personal facilitation principles
- Create action plans for applying new techniques
- Exercise: Peer coaching and group reflection

OPTIONAL FOLLOW-UP – ASK ME ANYTHING SESSION

- Share outcomes and insights from applying new facilitation practices
- Address ongoing challenges and successes

KEY LEARNINGS

Develop the skills and confidence to facilitate design discussions that align teams, build stakeholder trust, and drive effective product and service decisions.

50%
Theory

50%
Practical

COURSE DETAILS

DELIVERY OPTIONS

In-person or Live Online

Half-Day, 9:00am - 1:00pm

1-day, 9:00am - 4:30pm

Course includes a one-hour lunch break.

COURSE MATERIALS

In-person

Participants receive a printed course booklet
A laptop is not required for this course.

Live Online

Access to our Learning Management System

REGISTRATION

Visit our website for our prices and registration
www.akendi.com/ux-training.

Our workshops, courses, and certifications teach processes and tactical skills for teams of 6 or more who want to elevate product delivery.

LOCATIONS

In-person training courses are delivered in your location. Ask us for more details!

Register today!

www.akendi.com/ux-training

CUSTOM TRAINING AVAILABLE

Akendi offers customised training courses designed to fit your organization's specific needs.

Contact us at training@akendi.com for more information.