

# Effective Moderation Skills and Facilitation Techniques in English

Get the practical tools you need to run productive meetings and workshops in an international environment

As a subject matter expert you run meetings and workshops with international participants in English. You need to achieve structured results within a limited time frame and at the same time you would like to boost engagement with your audience. This training will provide you with the tools to make your meetings more target-oriented and effective while equally managing the group processes. Learn to facilitate your meetings and workshops in a professional, structured and confident manner with systematic preparation, clear goals, interactive facilitation techniques, and the proper English vocabulary.

## Content

### Goal Setting as the basis for success

- Role, tasks and communication skills of facilitators.
- Develop and formulate common objectives and outcomes.
- Phases of productive workshop moderation.

### Write it down: Clear agenda, clear schedule, clear documentation

- Inviting the right participants.
- Drawing up an agenda.
- Realistic scheduling of time and meeting content.
- Documentation of work progress and results.
- The follow-up and action plan.

### Bulletproof Facilitator Tool Kit

- Tools to open the session.
- Engaging with international participants.
- Focussing on common goals.
- Brainstorming creatively.
- Activating and visualising different opinions.
- Reaching, documenting and celebrating common results.

### Dealing with challenging situations in workshops

- Managing team behaviours and group processes.
- Establishing a creative and productive mood in the session.
- Addressing, clarifying or adjourning open items.

### Specific situations

- Q&A session
- Panel discussion

## Online Learning Platform

Once you have registered, you will be able to access your online learning platform, including extra materials for consolidating what you have learned.

## Your benefits

- You can prepare productive meetings including invitation, agenda, and results.
- You know proven rules for successful moderation.
- You apply relevant English vocabulary.

- You lead target-oriented discussions keeping the objectives in mind.
- You can use relevant and interactive facilitation tools during your meetings.
- You understand group processes.
- You know how to manage interruptions and deal with challenging situations.
- You get tips for online-meetings.

## Methods

Practical exercises, participant moderation and facilitation with individual feedback from trainer and group. Based on typical moderation situations and concrete questions from participants, we develop individual strategies to use facilitation tools and moderation techniques in a concise, targeted and convincing way.

## Who should attend

Subject matter experts, team members, team leaders, project managers and managers who want to facilitate meetings and moderate workshops in an international or intercultural context more effectively in English.

## Open Badges - Show what you can do digitally too.

Open Badges are recognised, digital certificates of participation. These verifiable credentials are the current standard for integration in career networks such as LinkedIn.

With them, you digitally demonstrate the competences you possess.

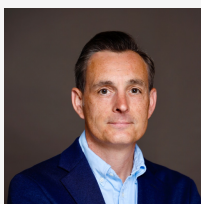
After successful completion, you will receive an Open Badge from us.

Read more:

<https://www.haufe-akademie.de/seminare-lehrgaenge/trending-topics/open-badges>



## Instructor



### Neil Benfield

I work as a trainer and coach with over 20 years of experience as a trainer, lecturer, and corporate professional in international environments. My work focuses on communication, leadership development, negotiation, and conflict management, with a strong emphasis on clarity, structure, and practical application. I am known for highly interactive, practice-oriented trainings that enable direct transfer to the workplace, particularly in English-language and online working contexts.



### Karin Knippals

Kommunikation ist das A&O jeder Beziehung, deshalb sind meine Trainings, hinsichtlich der deutschen und amerikanischen Kultur geprägt, konstruktiv, lernintensiv, nachhaltig, empathisch, klar und "hands on": je mehr Sie sich einlassen, desto mehr können Sie mitnehmen. Meine Aufgabe ist es, Menschen mit Freude und Passion dabei zu begleiten, sich in ihrer Kommunikation (vor allem in Konfliktsituationen) und ihrer Fähigkeit zur Präsentation, zum Besten zu entwickeln. Sehr gerne unterstütze ich besonders Frauen im Beruf auf diesen Gebieten, da ich mir in jüngeren Jahren selbst mehr Unterstützung gewünscht hätte.


**Heike Thomsen**

I am a philologist (M.A.), translator (English, Spanish, Dutch) and certified business coach with 10 years of professional experience abroad in various organisational forms. With my long-term experience, I advise and support you in communicating and moderating clearly, and effectively in English and German.

## Training details

### Seminar | Präsenz

2 days

Limited number of participants

### Dates & locations

**23.-24.07.2026**

Köln

**Venue**

Best Western Plus Hotel Köln City

**Days & Times**

Thursday, 23.07.2026

9:00 am - 5:00 pm

Friday, 24.07.2026

9:00 am - 5:00 pm

**13.-14.10.2026**

Berlin

**Venue**

Hotel am Borsigturm

**Days & Times**

Tuesday, 13.10.2026

9:00 am - 5:00 pm

Wednesday, 14.10.2026

9:00 am - 5:00 pm

**11.-12.03.2027**

Frankfurt a. M.

**Venue**

relexa hotel Frankfurt/Main

**Days & Times**

Thursday, 11.03.2027

9:00 am - 5:00 pm

Friday, 12.03.2027

9:00 am - 5:00 pm

Current dates and further information can be found at [www.haufe-akademie.de/35344](http://www.haufe-akademie.de/35344)

### Participation fee

**€ 1.540,- excl. VAT**

€ 1.832,60 incl. VAT

The participation fee includes

- a joint lunch per full seminar day,
- refreshments during breaks, and
- comprehensive working materials.

Accommodation costs at the hotel are to be settled directly by the participants with the hotel. You will find a reservation form for hotel booking in your learning environment.

## Your registration options

Online: [www.haufe-akademie.de/35344](http://www.haufe-akademie.de/35344)

E-mail: [anmelden@haufe-akademie.de](mailto:anmelden@haufe-akademie.de)

Book your training course quickly and easily online. Please be sure to enter the name of the participant and the full billing address with telephone number and e-mail address.

In our Questions & Answers (FAQ) section you will find all the answers to the most frequently asked questions about our training courses:

<https://www.haufe-akademie.de/faqs>

You can also find our detailed conditions of participation on the Internet under [www.haufe-akademie.de/agb](http://www.haufe-akademie.de/agb) or in the overall program.

You can find the complete data protection regulations at [www.haufe-akademie.de/datenschutz](http://www.haufe-akademie.de/datenschutz).

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