



## ITIL IT Service Management Facilitation and Mentoring



Today's organizations need strong leaders to achieve success. To get the job done, you need to communicate, coordinate and cooperate. ITSM

Facilitation and Mentoring is critical to the success of all ITSM Programs. ITSM Facilitation enables you to develop the ITSM Program to its optimal potential. The importance of facilitation and knowledgeable facilitative leaders cannot be stressed enough. Our **ITIL Expert certified ITSM** facilitators and mentors add a critical ingredient to successful implementation of an ITSM Program.

An effective ITSM facilitator or mentor is a valuable asset to any organization's ITSM team. They provide the ITSM skills, concepts, and principles through a number of dynamic awareness sessions, interactive discussions, and practical hands-on application. The ITSM facilitator provides ITSM skills you will put into practice as you lead the ITSM Program.

### Benefits:

- ◆ Select and apply the right ITSM methods and best practices
- ◆ Work through group conflicts and misunderstandings
- ◆ Solicit group cooperation for maximum commitment

### Why is Facilitation Important?

- ◆ Validation of the ITSM Program
  - ◆ Focus on continuous "service" improvement
  - ◆ Verify the content
1. Set the context
  2. Prepare the logistics

3. Facilitate the session (provide knowledge, set ground rules, define objectives, establish rapport)

◆ Oversee the ITSM Implementation process via a Facilitation Cycle::

1. Evaluate content for all ITSM stakeholders (redirect, balance participation)
2. Clarify content (active listening, paraphrase, summarize, clarify, probe, confirm)
3. Record content (document, headline, brainstorm)
4. Organize content (mind mapping, affinity diagram, responsibility matrix, Gantt chart, flow chart)
5. Evaluate content (cause and effect, agreement, consensus building)

◆ Manage Group Dynamics:

1. Manage group dynamics (convergence diagram, group behaviors, time keeping)
2. Deal with problem participants (characteristics, analysis, strategies)
3. Keep the energy high (concepts, energizers)

### What Makes This Unique

Our ITSM experience helps to expedite the implementation of the ITSM Program with reusable and repeatable tools and templates and thus reduces the overall cost and time. The results are dramatic and the return on investment is significant and immediate.

ITSM Facilitation and Mentoring accelerates the knowledge transfer to the organization. This process is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

### Contact Information

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