

## WB08 Facilitator workshop

- **Tasks of the FMEA facilitator**
- **Targeted implementation of questioning techniques**
- **Handling of conflicts and difficult participants**
- **Role-playing to simulate difficult facilitation scenarios**

Knowing the FMEA methodology and the APIS IQ-Software well is often only half the battle. Our experience shows that especially the facilitator's skills contribute considerably to the smooth creation of a FMEA. This is exactly where the workshop comes in and provides tips regarding the following problems:

*What questions should the facilitator ask to stimulate the discussion or simply get the necessary facts?*

*How does he/she close lengthy discussions?*

*How does he/she act smartly when dealing with difficult participants?*

*How can he/she recognize arising conflicts early and react to them?*

Role plays will help you to practice various facilitation scenarios in hands-on situations. During the following feedback discussion, you will be given useful tips regarding possible improvement.

Work on your facilitator skills and save up to 50 percent of time and money during the FMEA creation.

### **Technical requirements:**

Inform yourself conveniently from any location about the FMEA and its creation with the IQ software and save travel expenses/time. To do this, take part in our live online seminar. All you need is an Internet-capable computer with a browser and a headset (VoIP) or a telephone (audio).

💡 EACH PARTICIPANT RECEIVES A TEMPORARY TRAINING LICENSE OF THE IQ SOFTWARE FOR THE SEMINAR. FOR THE EXERCISES WITH THE IQ SOFTWARE WE RECOMMEND THAT YOU WORK WITH TWO MONITORS IN ORDER TO BE ABLE TO FOLLOW THE TRAINER'S DEMONSTRATIONS IN PARALLEL.

### **Quality promise: Not just an online lecture**

As with our face-to-face seminars, this online seminar will not only provide you with knowledge, but will also give you time to practice and answer your questions individually. Therefore, each thematic block is followed by an exercise. You can ask the trainer individual questions at any time via chat or hand signals.

💡 THE SEMINAR IS ACCOMPANIED BY A TRAINING DOCUMENT, WHICH YOU WILL RECEIVE IN ADVANCE AS PDF.

### **Live, no recording!**

The seminar is conducted live by an experienced APIS trainer.

### **The Seminar Concept: Distributed Sessions instead of endless loops**

In contrast to the face-to-face seminar, with the online seminar we have the advantage of training at a time when you have the best concentration. For this reason, the seminar is spread over five mornings from 8:30 a.m. to 1:00 p.m. The breaks will be individually arranged in the group.

**Details of the Seminar**

<b>Target group</b>	The seminar is intended for employees from all divisions, who want to facilitate FMEA sessions in the future. The participants will be enabled to conduct the FMEA facilitation efficiently and in a result-oriented way.
<b>Prior knowledge</b>	Knowledge of methodology and experience in FMEA according to VDA and AIAG as well as safe handling of the basic functions of the APIS IQ software. Such knowledge is imparted e.g. in the seminar <i>Two-in-One (WB03)</i> .
<b>Seminar duration</b>	3 mornings: 8:30 a.m. to 1:00 p.m.
<b>Services</b>	Experienced APIS trainer; Good supervision ratio due to limited number of participants; Temporary IQ training licence; participant documents
<b>Seminar fee</b>	Please refer to the list of fees and dates.

<b>Seminar content and schedule</b>	3 morning sessions each from 8:30 a.m. to 1:00 p.m.
<b>Session 1 to 3</b>	<ul style="list-style-type: none"> <li>• Tasks of a FMEA facilitator</li> <li>• Preparing a FMEA facilitation (required documents, FMEA scope, estimated time)</li> <li>• Assembly of the FMEA team</li> <li>• Selecting concrete example for the exercises</li> <li>• Structural set-up using the concrete example to practice the facilitation</li> <li>• Questioning techniques to create a FMEA</li> <li>• Visualization techniques</li> <li>• Functional analysis using the concrete example to practice the facilitation</li> <li>• Handling of conflicts between the FMEA participants</li> <li>• Approaches to solve difficult facilitation situations</li> <li>• Failure analysis using the concrete example to practice the facilitation</li> <li>• Creative techniques within the scope of the FMEA</li> <li>• Targeted presentation of most important FMEA contents</li> <li>• Risk analysis using the concrete example to practice the facilitation including role play</li> <li>• Optimization using the concrete example to practice the facilitation including role play</li> <li>• Recommendations for results documentation</li> <li>• Proven tips and tricks for a successful FMEA facilitation</li> </ul>

## Live Online: Organisational details

**Registration:** Form (see last page) by e-mail to [training@apis.de](mailto:training@apis.de)

**Contact for questions:** APIS Informationstechnologien GmbH  
Wolfenbütteler Straße 31 B  
D-38102 Braunschweig  
GERMANY  
Tel.: +49 (0) 531 / 70736 - 0  
Fax: +49 (0) 531 / 70736 - 25  
E-Mail: [training@apis.de](mailto:training@apis.de)

## **General Terms of Business of APIS Informationstechnologien GmbH**

### **Registration**

All registrations for our seminars must be received in writing – by e-mail. By registering for one of our seminars, customers agree to be bound by our General Terms of Business.

Due to the limited number of places available for our seminars, they are awarded on a "first come, first served" basis. Registrations only become effective once they have been confirmed in writing.

If the minimum number of participants is not attained for a particular seminar then we will notify you immediately and offer an alternative date if required.

### **Cancellation**

A cancellation fee of 20% of the attendance fee is payable if cancellation notification is received between 8 weeks and 2 weeks before the start of the seminar. If the cancellation is received less than 2 weeks before the start of the seminar then the full attendance fee is payable. We appreciate your understanding in this matter. However, it is possible to appoint a substitute participant by arrangement. You will be notified immediately if an event needs to be canceled.

In all cases the liability of APIS Informationstechnologien GmbH is limited exclusively to the attendance fee. The course instructor and the seminar program are subject to change without notice.

### **Fees**

For details of our seminar fees, please refer to the list of seminar dates and fees. All prices are quoted per participant and are subject to VAT. The seminar fee is payable without deductions after the invoice is issued.

### **Scope of Validity**

These General Terms of Business apply to the running of seminars and training courses in the training facilities of APIS Informationstechnologien GmbH and in external training facilities. Any changes will only be valid if they are agreed in writing.

### **Data Protection**

By registering for a place on one of our courses you agree to your data being electronically stored and processed for the purpose of dealing with your registration.

### **Teaching Materials**

All rights reserved worldwide. The training documents must not, even in the form of excerpts, be duplicated, passed on, re-written, saved in a database or translated into a different language without the express written authorization of APIS Informationstechnologien GmbH. Duplication is not permitted either electronically, mechanically, magnetically or manually.



# REGISTRATION

Please send by e-mail to:

**APIS Informationstechnologien GmbH**  
**Wolfenbütteler Straße 31 B**  
**D-38102 Braunschweig**

**Mail: [training@apis.de](mailto:training@apis.de)**

Seminar title	Date	Location

**Participant(s):**

(Title) Surname, First name	E-Mail

**Information for the invoice (please fill in completely):**

Company address:

Billing address (if differently from company address):

**Order No.:** \_\_\_\_\_

**Phone / Fax:** \_\_\_\_\_

**Tax ID Number:** \_\_\_\_\_

**Location / Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_