

Effective Facilitation Skills

Course Outline

Summary

The Effective Facilitator Skills Course provides learners who are new to facilitation and those who already undertake facilitation as part of their role with an opportunity to benchmark their experiences against best practice facilitation techniques. It will formalise your knowledge of the process and skills associated with facilitation. This is an opportunity to raise issues and problems that you have experienced and to identify solutions and options for future. This course requires a high level of participation from the learners and offers plenty of opportunity to practice their skills. The trainer will illustrate the facilitation techniques with personal experience and discuss the advantages and challenges of each aspect of facilitation in relation to how it has worked for the learners in the past.

Learning Outcomes

- Understand the role of the facilitator
- Define facilitation techniques
- Apply and practise facilitation techniques
- Compare and evaluate facilitation techniques
- Review and evaluate cross cultural issues in facilitation
- Understand how to facilitate through difficult situations

Content

Setting the scene

- Define facilitation and the role of the facilitator
- Look at workshop phases – beginning, middle and end
- Discuss facilitation needs in each phase
- Review types of questions and appropriate uses

Facilitating with cross-culture and diverse groups

- Examine culture and diversity issues in facilitation situations
- Explore options and considerations, especially in content, delivery and evaluation of facilitation
- Investigate and apply best practise techniques (e.g., MBI model – Mapping, bridging and integrating)

Facilitating through difficult situations

- Brainstorm potential difficult situations
- Identify options for preventing and intervening in conflict situations
- Recognise when confronting a group or individual is required
- Role play facilitation techniques with “mock” difficult learners

Facilitation of problem solving and decision making workshops

- Review specialist facilitation techniques for workshops focused on problem solving and decision making
- Define decision making processes
- Evaluate factors that prevent or inhibit effective problem solving
- Examine use of strategic questioning and consensus processes

This Course will Benefit

- Managers who wish to develop or improve their facilitation skills and gain a deeper understanding of facilitation techniques
- Managers with significant project or programme management responsibilities who require practical steps to help them facilitate more effectively

Contact us for more Information

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