



Facilitation Skills

Overview

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process, facilitation can help any organisation make better decisions. This course will give learners an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Who this course is for

This course is intended for managers, supervisors, project managers, team leaders, business analysts and others who want to use facilitation for maximum effect, improve team performance, solve business problems and go beyond basic meeting skills to deliver consensus and actions.

Course outline

- Topic 1: Understanding Facilitation
- Topic 2: Process vs. Content
- Topic 3: Laying the Groundwork
- Topic 4: Tuckman and Jensen's Model of Team Development
- Topic 5: Building Consensus
- Topic 6: Reaching a Decision Point
- Topic 7: Dealing with Difficult People
- Topic 8: Addressing Group Dysfunction
- Topic 9: About Intervention
- Topic 10: Intervention Techniques

*"The new leader is a facilitator, not an order giver."
John Naisbitt*

By the end of this course, learners should be able to:

- Define facilitation and identify its purpose and benefits
- Clarify the role and focus of a facilitator
- Differentiate between process and content in the context of a group discussion
- Provide tips in choosing and preparing for facilitation
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing
- Identify ways a facilitator can help a group reach a consensus
 - Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups
 - Define what interventions are, when they are appropriate and how to implement them

√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

Applies towards the following certificate(s) and award(s)

- Professional Training Skills Diploma

