

Facilitation Skills

'The new leader is a facilitator, not an order giver.'

John Naisbitt

The Soft Skills Gap Do You Have One?

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness & creating an easy decision making process, facilitation can help any organization 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 & others who want to use facilitation for maximum effect, improve team performance, solve business problems & go beyond basic meeting skills to deliver consensus and action.

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 & preparing for facilitation
- Identify a facilitator's role when managing groups in each of Tuckman & 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 & difficult people in groups
- Define what interventions are, when they are appropriate & how to implement them

Course Outlines

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

Course Level

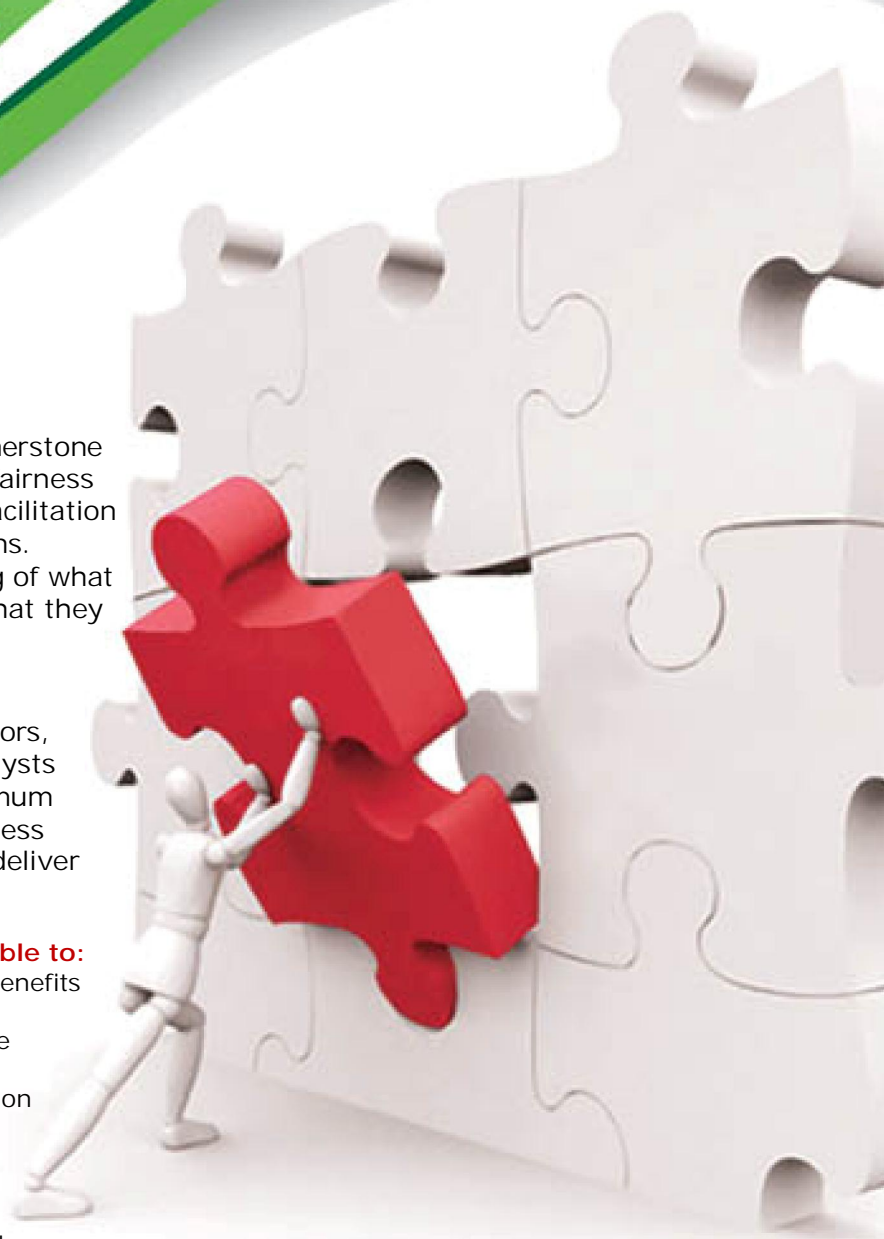
Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended
Distance & Online



NOTTING HILL
COLLEGE



SCHOOL OF Business