

Facilitation Skills

There is a growing need for people who can help groups and individuals work together more effectively to achieve their task. This is known as the facilitation role. The role is much more challenging than just running effective meetings. The facilitator needs to help clarify what needs to be achieved, understand how groups and individuals work. How at times they can get stuck or even sabotage themselves and what to do if this happens.

This practical course is designed to explore a range of techniques that will develop the skills and confidence required by an effective facilitator.

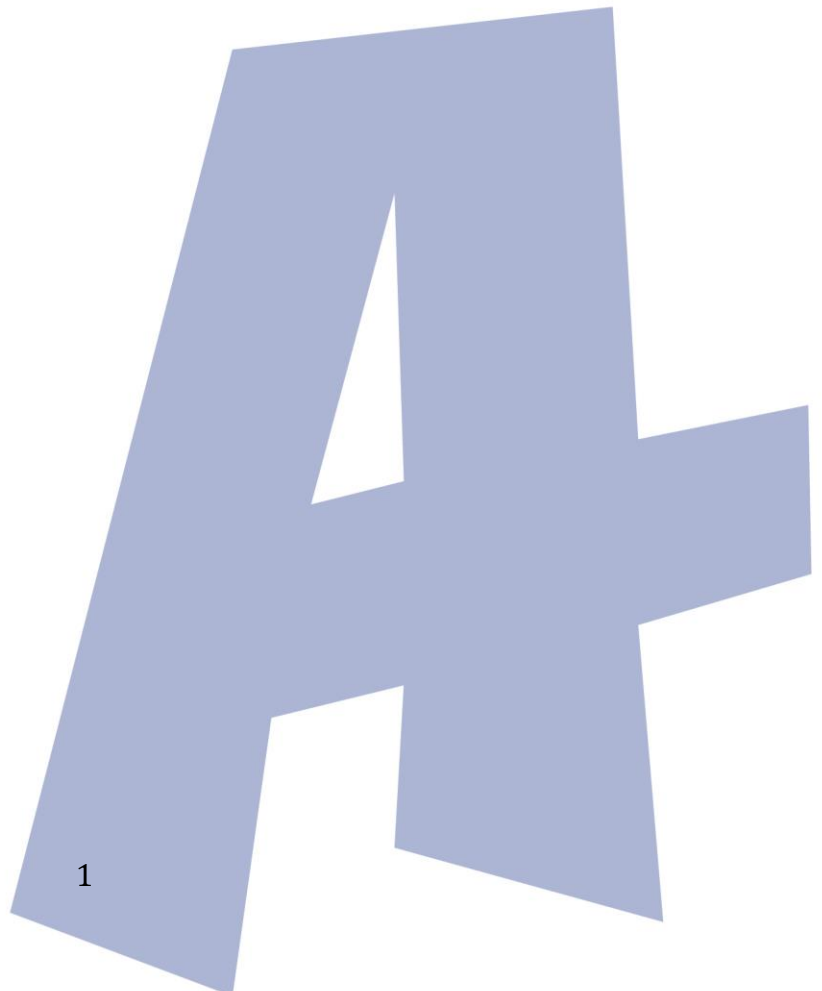
Who will the course benefit?

All who want or need to become involved in facilitation.
Anyone who wishes to find new ways of working with an individual or group and to facilitate behaviour and thinking towards a purpose or objective.

Course Objectives:

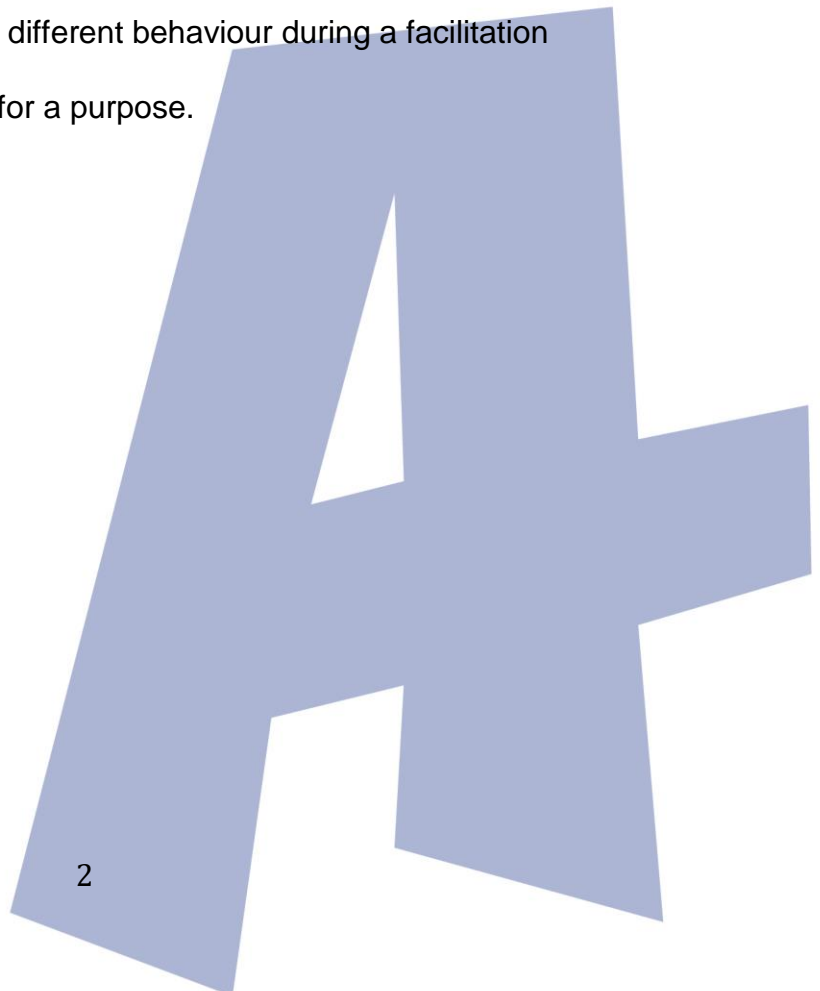
By the end of the course delegates will be able to plan and facilitate effectively.

Course Duration: 2 days



This course will enable delegates to:

- Describe the role of a facilitator.
- Increase their levels of confidence
- Call upon a range of tools and techniques to ensure successful facilitation
- Know what to expect in terms of positive and negative behaviour within facilitated groups
- Handle facilitation sessions with a professional and reassured expertise
- Assess the suitability of workshops
- Plan and facilitate an event
- Apply and use a range of tools and techniques applicable to different facilitation situations
- Ensure the success of facilitation
- Be able analyse and handle different behaviour during a facilitation
- Record group contributions for a purpose.



Course Content

What Is Facilitation?

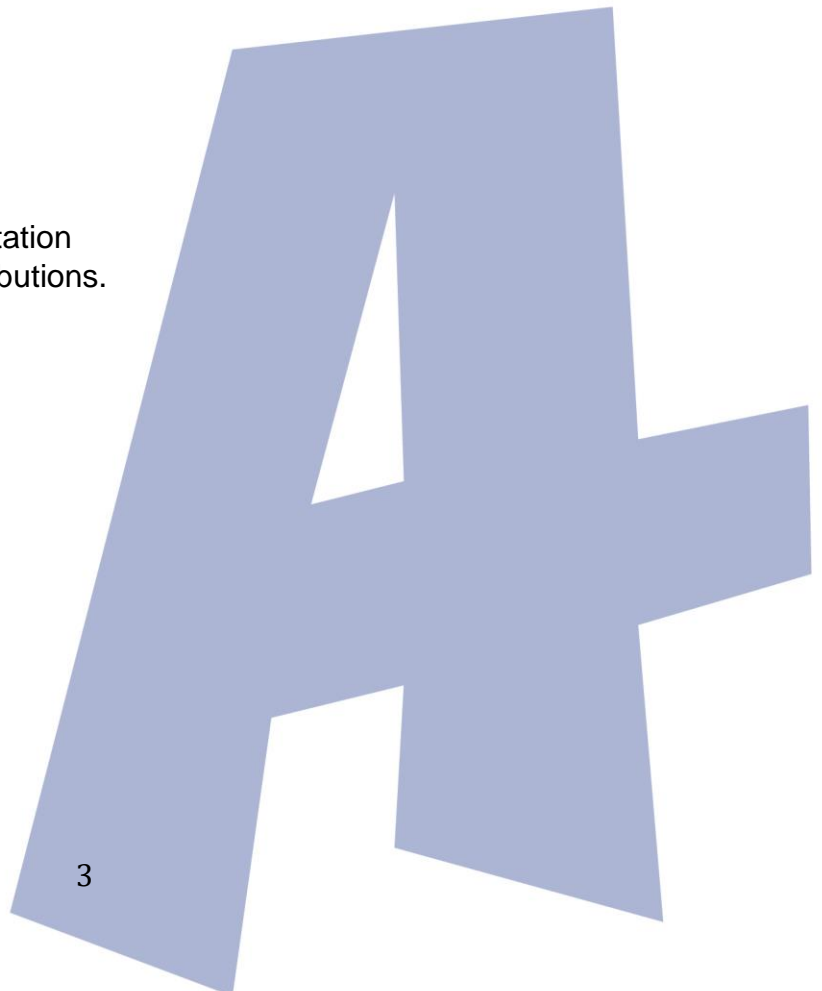
- Defining facilitation
- Facilitation in organisations
- Roles and responsibilities of a facilitator
- Key skills
- Facilitation model
- Tips and Techniques.

Competencies of an Effective Facilitator

- Questioning and listening
- Building rapport
- Influence and persuasion
- Mirroring and matching
- Values and beliefs
- Understanding differences
- Personal motivation
- Current capabilities

Getting the Most from Groups and Individuals

- Effective team working
- Individual styles
- Consulting techniques
- Contracting
- Group sizes
- Styles and Methods of facilitation
- Dealing with negative contributions.



How to Plan, Structure and Run a Session

- Clarifying terms of reference
- Managing expectations
- Defining the participant roles
- Preparing participants
- Planning workshops.
- Timing and methods
- Agreeing style and tone
- Feedback
- Running a facilitation
- Beginning a workshop
- Managing the process and individuals
- Closing and ending
- Improved ability to act as a facilitator role and increased skills in undertaking such a role.
- Ability to develop and deliver shared outcomes within the available resource.

Facilitation Techniques

- Group processes
- Facilitating creativity
- Problem solving
- Cause and effect diagramming
- Idea generation
- Rich picture
- Challenging the ways of working to encourage innovation and development.

Facilitation Practice

- Use of a structured approach
- Involvement of the group
- Achievement of the objective
- Flexibility and rapport

Dealing with Problems

- Handling conflict
- Personal conflict styles
- Lack of contribution
- Realistic action plans

