

WHAT IS FACILITATION?

Have you ever been to an event, workshop or even a meeting where the objectives and outcomes weren't well understood or people leave wondering about the value? Through attending this course, you will learn what it takes to make group situations much more effective.

Facilitation is a common word used in a variety of different contexts. Facilitation is the process to ensure effective delivery of tasks in a meeting or workshop setting. However, 'being a facilitator' requires key skills and a deep knowledge of the principles and concepts. Process Iceberg® provides a method to prepare, deliver and review effective meetings. It is based on the concepts of task (Red) and process (Green) thinking.

You will gain the skills and techniques required to get the most out of individuals in challenging group situations, as well as formal meetings. However, this is not about chairing meetings. Instead, this course will show you how to stimulate group effectiveness in focus groups, team development workshops and committees.

This can be done through an improved understanding of group dynamics and basic problem solving techniques.

COURSE DESIGNED FOR?

The certification is relevant to all sectors and situations where people come together to tackle issues, resolve organizational problems and develop effective solutions.

Facilitation includes all those with a role in organizational development, project and change management or anyone who wants to run more effective meetings.

COURSE OBJECTIVES:

After successful completion of the Foundation course, delegates will gain an understanding of the areas below. The Practitioner course builds on this understanding enabling the delegates to apply this knowledge to a given organisational situation.

- Gain skills and understanding of how to become an effective facilitator
- Know a structure to facilitate improvement, innovation and change
- Learn a range of practical process tools and techniques, to facilitate groups handling uncertainty, and processes to enable problem solving and finding answers
- Manage group members and enable them to identify key issues and develop a solution
- Complement other professional qualifications to produce faster, more effective results
- Understand how to use the layers of "Process Iceberg" to set up, run and diagnose problems in meetings or workshops making them more productive.

COURSE CONTENT:

The Foundation course covers the areas below. The Practitioner course builds on this understanding enabling the delegates to apply this knowledge to conduct Facilitated events.

- Introduction and working with the Process Iceberg Model®
- Facilitation Models, Tools and Techniques
- Communication and Interpersonal Interactions
- Task vs Process
- Individual Preferences and Team Roles
- Emotions
- Preparing, Facilitating and Reviewing an Event
- Characteristics of an Effective Facilitator
- Exam Preparation

PRE-REQUISITES:

There is no pre-requisite required for the foundation level, however in order to continue onto the Practitioner exam, a pass is required at Foundation. Pre-course study is recommended, for classroom courses; approximately 10 hours for Foundation and 20 for combined to enable a depth of understanding and more than exams to be gained from the course.

DURATION AND EXAMS:

The Foundation classroom course lasts three days with a forty minute, closed book exam on day three, which requires 50% to pass. The Practitioner course lasts two days with a two and a half hour, open book exam on day five, which requires 50% to pass. The combined Foundation and Practitioner course lasts five consecutive days with exams on days three and five.

INCLUDED IN THE COURSE:

- Pre course Study Materials & Email Support
- Official Facilitation® Manual*
- APMG Accredited Course Materials
- Official APMG Sample Exam Paper(s)
- Facilitation® Foundation and Practitioner Exams (As applicable)
- Facilitation® Exam Guidance
- Tutor Support
- APMG Facilitation® E-Certificate (for successful candidates)
- Shipping Costs
- Lunch & Refreshments during the Course

**Not Included in Practitioner Only course*