



Facilitation Skills

Facilitation Skills Training Course Outline

Foreword:

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

Learning Outcomes

By the end of this course participants will 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: from encouraging participation to choosing a solution.
- 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 length:

1-day

<p>Facilitation Skills Training Course - Lesson 1 Understanding Facilitation</p> <ul style="list-style-type: none">• What is Facilitation?• What is Facilitator?• When is Facilitation Appropriate?	<p>Facilitation Skills Training Course - Lesson 2 Process vs. Content</p> <ul style="list-style-type: none">• About Process• About Content• A Facilitator's Focus
<p>Facilitation Skills Training Course - Lesson 3 Laying the Groundwork</p> <ul style="list-style-type: none">• Choosing a Facilitated Approach• Planning for a Facilitated Meeting• Collecting Data	<p>Facilitation Skills Training Course - Lesson 4 Tuckman and Jensen's Model of Team Development</p> <ul style="list-style-type: none">• Stage One: Forming• Stage One: Storming• Stage One: Norming• Stage One: Performing

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Facilitation Skills Training Course - Lesson 5 **Building Consensus**

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesising and Summarising

Facilitation Skills Training Course - Lesson 6 **Reaching a Decision Point**

- Identifying the Options
- Creating a Shortlist
- Choosing a Solution
- Using the Multi-Option Technique

Facilitation Skills Training Course - Lesson 7 **Dealing with Difficult People**

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on their Own

Facilitation Skills Training Course - Lesson 8 **Addressing Group Dysfunction**

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Facilitation Skills Training Course - Lesson 9 **About Intervention**

- Why Intervention may be Necessary
- When to Intervene
- Levels of Intervention

Facilitation Skills Training Course - Lesson 10 **Intervention Techniques**

- Using your Processes
- Boomerang it Back
- ICE It: Identity, Check for Agreement, Evaluate how to Resolve

Facilitation Skills is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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