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Facilitation Skills

An essential skill for anyone in the current working environment

Abstract

Learn the skills of effective facilitation and how to apply these in your work environment. This course takes you on a guided tour through the facilitation process. It provides opportunities to plan, facilitate and participate in various common facilitation situations to make you aware of the principles, strategies and techniques used to achieve effective outcomes. Tailored scenarios are utilised to provide you with the opportunity to hone your skills.

Who should attend

Senior Managers and executives, Operational and Project Managers, Team Leaders, Business Analysts, consultants, and anyone else who has a desire to improve their facilitation skills

Syllabus

The facilitation process

- Types of facilitation sessions
- Meetings versus workshops
- The role of the facilitator
- Approaches

Planning the facilitation session

- Essentials of the session plan
- Identifying the stakeholders
- Preparing the agenda
- Rules and guidelines
- Arranging the session dynamics

Running the facilitation session

- Setting expectations
- Driving and keeping to the agenda
- Getting engagement and commitment
- Building consensus
- Handling hidden agendas
- Handling the different participant styles
- Sidetracking and intervention
- Workshop techniques

After the session

- Action items
- Follow-up
- Reaping the benefits

Objectives

- Improved understanding of the facilitation process
- Improved session planning
- Refined skills in facilitating
- Greater confidence
- Ability to apply the skills across various types of session
- Greater versatility in handling different types of participant

This is a hands-on workshop and participants will be given opportunities to develop and practice skills using a mix of different facilitation scenarios in a supportive environment

Course Length: 1 day
Course Code: FACPMC1
PDU: 7



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