

Course Title: Facilitation Skills

Course content:

- Understanding the role of the facilitator, when facilitation would be the best option and what the best facilitators do, in addition to what mistakes they may make
- Setting the scene as the facilitator and managing the expectations of the group – of you, of each other, of the ideal outcome of the meeting and their role in achieving it
- How to stimulate the group to be positive, co-operative, confident to speak out, a good listener of the ideas of others and to move to agreement even if that requires compromise
- Appreciating the difference between process and content and where our involvement should lie
- Techniques to intervene – when there is conflict and disagreement, when parties present stop participating or need to be more creative or ideas focused
- Practice! As in all the training sessions, delegates will be involved in not only thinking and sharing ideas about these techniques, but practicing them in a brief final exercise

Key learning outcomes:

- Facilitating effectively empowers others to take control, use their initiative and take responsibility
- Successful facilitation requires the facilitator to behave assertively and manage group dynamics effectively
- Such skills can be learnt by and transferred to the team effectively as part of their development