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Facilitation Skills

Course #: PD-103 **Duration:** 1 day

Prerequisites

None

Details

This course is designed to provide business professionals with the comprehensive skill set needed to facilitate meetings, workshops, and other group activities effectively. Participants will learn about the roles and responsibilities of a facilitator, fundamental facilitation techniques, and the importance of cultural sensitivity in facilitation. They will also gain practical skills to manage group dynamics, handle conflicts, maximize group interactions, and guide decision-making processes. The course also covers adapting facilitation to different group sizes and dynamics and evaluating the success of a facilitated session. Throughout the course, emphasis is placed on real-world applications and active learning through case studies and role-play exercises.

Software Needed

None

Outline

- **Understanding Facilitation**
  - What is Facilitation?
  - Roles and Responsibilities of a Facilitator
  - When is Facilitation Appropriate?
  - Qualities of Effective Facilitation
  - Facilitation Techniques and Tools
  - Ethics in Facilitation
- **Laying the Groundwork**
  - Choosing a Facilitated Approach
  - Planning for a Facilitated Meeting
  - Collecting Data
  - Process vs. Content
  - Active Listening and Communication Skills
- **Cultural Sensitivity in Facilitation**
  - Understanding Cultural Differences
  - Respect and Management of Cultural Differences
- **Managing the Group**
  - Ideal World vs. Real World
  - Tuckman and Jensen's Model of Team Development
    - Stage One: Forming

        - Stage Two: Storming
        - Stage Three: Norming
        - Stage Four: Performing
    - The Meal Analogy
    - Avoiding Group Dysfunction
        - Using Ground Rules to Prevent Dysfunction
        - Restating and Reframing Issues
        - Getting People Back on Track

- **Maximizing Interaction**
    - Encouraging Participation
    - Gathering and Presenting Information
    - Exercising Control
    - Synthesizing and Summarizing
    - Virtual Facilitation Techniques
    - Practical Exercises and Role-Plays
- **Managing Difficult People and Conflicts**
    - Addressing Disruptions
    - Common Types of Difficult People and How to Handle Them
    - Helping the Group Resolve Issues on Their Own
    - Dealing with Conflicts and Resistance
- **Understanding and Applying Intervention**
    - Why Intervention May Be Necessary
    - When to Intervene
    - Levels of Intervention
    - Intervention Techniques
        - Using Your Processes
        - Boomerang it Back
        - ICE It
- **Adapting Facilitation to Group Sizes and Dynamics**
    - Strategies for Small, Medium, and Large Groups
    - Managing Diverse Group Dynamics
- **Reaching a Decision Point**
    - Divergent and Convergent Thinking
    - Creating an Action Plan
    - Identifying the Options
    - Creating a ShortList
    - Choosing a Solution
    - Using the Multi-Option Technique