

Core Skills Programme

Facilitation Skills

Course Outline

Introduction

When groups of people meet together managing the outcome can be a complicated business. Facilitating the interaction of a group of in order that people with different perspectives, needs, views, and political agenda's come together, make effective use of time, develop a shared agenda and build trust and commitment toward shared goals requires expert facilitation skills.

This is more than effective meeting management and is not about effectively setting up and chairing meetings as addressed in the Effective Meetings course. Rather it is concerned with applying processes and knowledge to assist people to function well in group forums.

For

People who have a need to regularly facilitate groups of people to make collective decisions. For example, individuals who regularly lead client or other meetings in which multiple stakeholders from different clients, businesses, departments or teams attend.

Prerequisites: Delegates will have received previous interpersonal communication skills training, covered in courses such as Coaching Skills or Personnel Effectiveness.

Delegates must also have a clear idea of how to manage standard team meetings, set agendas and for example may have already attended an effective meetings programme.

Objectives

The aim of the programme is to teach people to facilitate effectively.

Course Content/ Learning Components

The course introduces facilitation as a process and set of skills:

Group Dynamics	Understanding the dynamics of groups The role of the facilitator Managing the dynamics of facilitating whilst also contributing to the content and output of the group Establishing ground rules
Facilitation as a process	Understanding the stages of group thinking Managing the transition from one stage to the next
Behaviours required	Maintaining direction and purpose whilst retaining trust and openness Identifying and managing "derailers" Opening discussions Opening up political agendas Building bridges between different ideas and agendas Building openness and trust Getting to decisions Building commitment

This is down to earth and stimulating. The process uses a simulated business challenge in order that individuals can focus on learning the process and practicing the skills required to facilitate effectively. Individuals will get a clear sense of their own strengths and potential weaknesses as a facilitator and how to make best use of their skills. In addition they will

learn to recognise and manage others in the group who have the potential to derail the process or take the group off track.

Behavioural Competency Addressed

The following primary competencies and success factors will be addressed in the course:

- Working with Others: Building Relationships.
- Communication: Delivery Through People.

Duration

This is a two-day course.