

Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering. Facilitation Skills helps any organization make better decisions. This workshop will give participants a strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

Course Outline

- Decide On The Type Of Business
- Understanding Facilitation
- Process vs. Content
- Laying the Groundwork
- Tuckman and Jensen's Model of Team Development
- Building Consensus
- Reaching a Decision Point
- Dealing with Difficult People
- Addressing Group Dysfunction
- About Intervention
- Intervention Techniques

Who Should Attend

Middle to high level staff such as:

- Assistants
- Supervisors
- Mentors
- Team leaders
- Representatives

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Learning outcomes

Upon the completion of this Course, the learner 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.

Course Duration

The standard duration of this course is 12 contact hours.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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