

Duration

1 day

Suitable For

All those responsible for training and/or facilitating business meetings/groups both formal and informal. This course aims to take the mystery out of the art of effective facilitation and build confidence in all facilitators.

Objectives

By the end of the course delegates will be able to:

- Describe the key skills of effective facilitation.
- Understand the importance of effective structure.
- Consider the needs of the audience.
- Use a range of tools and methods to facilitate effectively and make a positive impact.

Course content

Understanding facilitation

- Definition
- The role of the facilitator
- Do's and don'ts
- Identifying the key skills

Structuring the session

- Clear objectives
- Ground rules
- Facilitation Grid
- Rules of the flipchart

Key skills

- Managing the participants
- Body language
- Rapport building
- Active listening
- Effective questioning

Tools & techniques

- The focus question
- Gaining agreement
- Problem solving process
- Force-field analysis
- Circle of influence

Planning how and when to apply new tools/skills

- Action planning

Course Evaluation and Next Steps