

FACILITATION SKILLS TRAINING Course Agenda



Course Overview

Introduction

- Introductions
- Establishing Ground Rules
- Starting The Session - 'What I Expect'
- Key Learning Principles
- Pre-Assignment

Session I

- Learning Objectives
- What is Facilitation?
- Facilitation and The Organization
- What is Facilitation?
- Exercise
- When is Facilitation Appropriate?
- Exercise
- The Facilitator



Break

Session II (11.05 – 12.45)

- What is a Facilitator?
- Traits of an Excellent Facilitator
- Exercise
- Are You A Facilitator
- Exercise
- Facilitator Functions
- Facilitator Maintenance Functions
- Facilitator Styles
- Principles and Values
- The Facilitation Process
- Facilitation and Decision Making
- Facilitation Basics
- Facilitation Outcomes
- Facilitation Products
- The Facilitation Process
- Exercise
- Designing The Process
- Exercise
- The Environment
- After The Facilitation Session
- Exercise

• ————— •  Break • ————— •

Session III

- Facilitation
- Facilitation Techniques
- Tips For Successful Facilitation
- Rules For Facilitation
- Tips For Successful Facilitation
- Facilitation No-No's
- Exercise
- Consensus
- Self Check Questions
- Intervention
- Exercise

Session IV

- Types of Facilitation Techniques
- Awareness Technique
- Exercise
- Brainstorming
- Exercise
- The NGT Technique
- Exercise

————— •  Comfort Break (Optional) ————— •

Session IV (Continued)

• The Affinity Diagram

• Exercise

• The Fish Bowl

• Exercise

• Un-Discussables

• Exercise

• Multiple Perspectives Disk

• Exercise

• The Hanger Technique

• Exercise

Session V

• People In The Process

• Exercise (Optional)

• Group Dynamics

• Personality Types

• Exercise (Optional)

• Dealing With Conflict

• Exercise (Optional)

• Individuals In The Process

Final Review

• Summary

• Post Assignment

• Action Plan

• Recommended Reading

• Evaluation

• Closing Exercise