

## Facilitation Skills Workshop

### Course Duration 1 Day

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process. 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.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. 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 Objectives

At the end of the course participants 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.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.
- Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups.
- Define what interventions are, when they are appropriate and how to implement them.

### Course Outline

#### Understanding Facilitation

What is Facilitation?  
What is a Facilitator?  
When is Facilitation Appropriate?

#### Process vs. Content

About Process  
About Content  
A Facilitator's Focus

#### Laying the Groundwork

Choosing a Facilitated Approach  
Planning for a Facilitated Meeting  
Collecting Data

#### Tuckman and Jensen's Model of Team Development

Stage One: Forming  
Stage Two: Storming  
Stage Three: Norming  
Stage Four: Performing

#### Building Consensus

Encouraging Participating  
Gathering Information  
Presenting information  
Synthesizing and Summarizing

#### Reaching a Decision Point

Identifying the Options  
Creating a Short List  
Choosing a Solution  
Using the Multi-Option Technique

#### Dealing with Difficult People

Addressing Disruptions  
Common Types of Difficult People and How to Handle Them  
Helping the Group Resolve Issues on Their Own

#### Addressing Group Dysfunction

Using Ground Rules to Prevent Dysfunction

Restating and Reframing Issues  
Some of the ways of restating and reframing includes  
Getting People Back on Track

#### About Intervention

Why Intervention May Be Necessary  
When to Intervene  
Levels of Intervention

#### Intervention Techniques

Using Your Processes  
Boomerang it Back  
ICE It: Identify, Check for Agreement, Evaluate How to Resolve