

Course Overview:

Want superior facilitation experiences? Look no further. This is your go-to course to hone in on core facilitation skills to create positive and seamless flow. Your role as a facilitator demands exceptional interpersonal skills, keen observation, insight and tact. Like a conductor, you must bring out the best in individual players and orchestrate successful group efforts. This course provides maximum practice, group interaction and feedback as you explore your role as a facilitator in a variety of group situations.

Course Objective:

- Make your meetings more productive
- Spark and enhance critical synergy and creative energy
- Address the challenges of having multiple roles—leader, manager and facilitator
- Build consensus, handle conflict and keep meetings on track
- Confront behaviors more effectively
- Direct meetings that reduce frustration and produce results
- Gain the must-have skills you can apply to all group and meeting situations
- Keep content, process and structure on track to produce positive outcomes

Course Outline:

- Facilitation and facilitating
- Identifying and developing the qualities and skills of a facilitator
- Leveraging your personal style and preferences to maximize engagement
- Developing essential skills for fostering effective relationships
- Listening and talking in ways that you will be heard
- Mastering the phases of the facilitation process
- Planning for effective interventions for conflict, anger and disagreement
- Developing visual practitioner skills
- Incorporating visual practitioner skills into all phases of facilitation
- Customizing your plan to facilitate

Who Should Attend:

This program is a basic course for managers who must facilitate results in meetings, group work or project teams, managers who have groups under their direction, as well as managers who work as internal consultants.

Training Language:

EN

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation