

## Facilitation Skills



Do you work with groups of people? Are meetings, strategic planning or change management part of your role? Are you involved in organisational development?

This class will develop your facilitation skills so that you can effectively prepare and carry out a range of processes to develop your people and business. You'll learn how to establish the ground rules, engage the participants, keep things on track and deliver results.

You'll fine tune the core skills of every good facilitator:

- Establishing the purpose
- Planning the process
- Creating the environment
- Warmups and engagement techniques
- Managing challenging behaviours
- Changing directions mid process
- Asking great questions
- Classic facilitation exercises

Our top-tier facilitators will model best practice as you work your way through the learning process, engaging with the content and other participants and reflecting on the content and experience as you go.

## Learning outcomes

By the end of this course, you will be able to:

- ✓ Use the 'Warm-up' to set up the group and yourself
- ✓ Engage individuals and groups
- ✓ Plan an effective facilitation process
- ✓ Identify and respond to unforeseen changes in group or individual behaviour
- ✓ Modify your process in response to group outcomes
- ✓ Determine the most suitable exercises for your process
- ✓ Describe the elements of great questions

## You should attend this course if you want to:

- ✓ More effectively facilitate group processes
- ✓ Run meetings with greater efficiency
- ✓ Handle challenging behaviours productively
- ✓ Take on a more senior role
- ✓ Create engaging group processes
- ✓ Change career into facilitation

Australian Institute of Training and Development

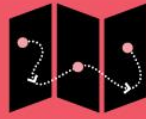
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### Course outline

#### 1. Prepare

- Is it about the journey or the destination?
- Being purpose driven
- Clarifying your role and approach
- Planning the journey - how will you get there?
- Classic facilitation process tools

#### 2. Process

- Owning the space
- Contracting for facilitation
- Engaging participants
- Boundaries and permission
- Group decisions and consensus
- Managing different viewpoints and conflict

#### 3. Respond

- Changing course as you go
- Behaviour challenges
- Handling questions
- Managing large group dynamics, energy, interest
- A model for intervention and skills development

#### 4. Groups

- Working with larger groups
- Graphic facilitation
- Chairing meetings
- Practical facilitation planning and evaluation tools
- Review and action planning

### Who is this program for?

- ✓ Facilitators
- ✓ Professional trainers
- ✓ Organisational development professionals
- ✓ Executives, senior managers, board executives
- ✓ Career changers
- ✓ Anyone who wants to more effectively facilitate group processes

### In house?

**Courses run in your organisation, when you need it, where you need it**

Our experienced trainers will work with you to customise the experience for the best outcomes for your team and business.


### Course Fees

- Member \$595
- Non-Member \$760

### Registration

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