



FACILITATION SKILLS

Course Outline

Course overview and duration

This course gives delegates the essential skills to engage with team members, solve problems and achieve specific goals. It is a one-day course that aims to develop participants' ability and confidence in motivating groups of people and removing the obstacles that can prevent business from progressing.

Who will benefit from this course?

This course is suitable for anyone who interacts with colleagues on issues that have specific expected results. It is relevant to all situations in which people come together to work to achieve given outcomes, such as project working, product and service development, and innovation. People from all professional backgrounds and levels will benefit from this course.

What you will learn:

- State what is meant by facilitation.
- Understand the role of the facilitator and the key competencies needed to work with groups.
- Use the stages of facilitation in a structured way to progress or solve a particular issue.
- Select the most appropriate facilitation methods.
- Acquire a variety of techniques that can be used back in the workplace.
- Work collaboratively with people.
- Know how to keep a group motivated and how to handle disagreement and conflict.
- Explore visual and creative techniques.
- Manage conflict constructively.
- Recognise and overcome barriers to problem solving.

All delegates will leave the training with a personalised action plan.