

Facilitation Skills for Managers

1 Day **FCL1**

OVERVIEW

Facilitators help others to maximise their contribution in groups and teams by creating a supportive and outcome focused environment. Participants will learn to use a range of tools and techniques to generate enthusiasm for effective results.

Facilitation has become an increasingly important part of the manager's role. This one day course will provide participants with the knowledge, skills, and a variety of techniques used by effective facilitators.

DESIGNED FOR

This course is suitable for managers and professionals from all sectors who facilitate groups or teams and are enthusiastic to develop their potential to achieve successful team/group outcomes.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Define facilitation.
- Identify the role, responsibilities, skills and qualities of an effective facilitator.
- Assess their current skills against a range of facilitation styles.
- Enable effective group processes through gathering key information and making interventions.
- Achieve consensus and understand their own impact on the group.
- Maintain energy and participation in a group.
- Recognise and deal with conflict and differences within a group.

TOPICS COVERED

Defining the Characteristics of Effective Facilitation

- Define facilitation - the purpose and process of facilitation
- The benefits of facilitation to others and to the business
- Establish the role of the facilitator
- The skills and qualities of an effective facilitator

How to Structure a Facilitated Session

- The stages of effective facilitation
- Clarifying outcomes with the group
- Assigning and understanding roles and responsibilities within the group
- Tracking progress made by the group and individuals
- Keeping control of time and action points

Communication Skills for Facilitators

- Listen and question - to pick up clues and signs from the group
- Facilitation skills to keep the group engaged
- Motivate and sustain the group
- Assertively control the group to keep focus on the outcomes
- Recognise when decisions need to be taken

The Dynamics of the Group

- Learn how to observe and understand group behaviour
- Identify participants needs and expectations
- Ensure engagement of all
- Guide the group to solutions and decisions

Managing Conflict

- Differentiate between constructive and destructive criticism
- Adopt positive techniques for handling conflict
- Techniques for dealing with difficult people and groups



EXTRA NOTES

Further Development:

Senior Level Communication Skills Workshop (AGI)

An Introduction to Neuro Linguistic Programming (NLP1)

An equivalent course is available in Arabic. Please call us for details.