



Confident Facilitation Skills Professional Development Series

Course Content

- Facilitation Defined
- The Role of the Facilitator
- Key Principles of Facilitation
- Content versus Process
- Encouraging Group Participation
- Managing Group Conflict

Feedback Loop

As well as extensive learning activities, participants complete a Learning Journal and a Skill Development Action Plan, maximizing the potential for learning to be applied on the job.

Together, the participant and their Manager sign-off the completion of the Learning Short-take™ and commit to implementing the Skill Development Action Plan.

Learning Short-take™ Outline

“Facilitation is the funneling of ideas into action.” The Facilitation Center

Facilitation is fast becoming a key skill for anyone who is in a team, leading a project team, heading up a working group or managing a department. Facilitation is the skill, and art of guiding others to solve their own problems and achieve their objectives without simply giving advice or offering solutions. A facilitator provides the structure and process – enabling groups to function effectively and make high-quality decisions.

This Learning Short-take™ combines self-study with workplace activities to provide you with the key skills and techniques to become an effective facilitator. You will learn how to motivate and enable groups to develop team plans and provide solutions to team problems. You will be guided through a comprehensive approach to prepare for a facilitation session, focus the group, use (not abuse) the power of the pen, gather information, manage dysfunction, build consensus, maintain high energy, close the session, and construct customized agendas. The Learning Short-take™ is designed for completion in approximately 90 minutes.

Learning Objectives

- Define the role of a facilitator.
- Identify the key facilitation principles.
- Describe best practices related to each facilitation principle.
- Be able to differentiate between process and content facilitation.
- Identify the core practices and skills required for effective facilitation.
- Explain how to stimulate group participation and positively handle conflict.
- Create a Skills Development Action Plan.