



Facilitation Skills: Becoming a Great Trainer

Description: Instructors understand and use up-to-date training techniques and a variety of training methods, including lecturettes, group discussions, case studies, problem solving exercises, and visual aids to give all participants the best opportunities for learning. Upon successful completion of this course, students will be able to: Distinguish facilitation from instruction and training. Provide facilitators with commonly used process tools to make their meetings easier and more productive. Identify the competencies linked to effective small group facilitation. Demonstrate through simulations, role-play, critical incidents, and other exercises, each facilitator competency.

Session 1: Introductions, Objectives, Agenda

- Overview
- Pre-Assignment
- The Purpose of Group Facilitation
- Assignment for Day 2
- Difference between “content” and “Process”
- Difference between “Instructor’ and “facilitator”

Session 2: Facilitating

- What Group Dynamics are really like
 - Divergent Thinking
 - Convergent Thinking
 - The Groan Zone
- What is a Facilitator?
- What is a Facilitators role?
- Facilitative Listening Skills
 - Listening skills
 - Developing Questions from Listening
 - ♣ Open
 - ♣ Closed
- Probes
 - Observing Body Language
 - Process skills
- Review

Session 3: Carrying a Discussion

- Facilitating Open Discussion
- Structured activities
 - Brainstorming
 - Categorizing
 - Debriefing
- Difficult Situations and People
- Prevention and intervention

Session 4: Sustaining the Discussion

- Developing Sustainable Agreements
- Surveying the Territory
- Building a shared Framework of Understanding
- Developing Sustainable Criteria
- Gradients of Agreement
- Practice: Assignment
- Personal Action Plan