

## FACILITATION SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Effective facilitation skills are required for anyone tasked with managing groups of people in the workplace. Every organisation has a need for good facilitators in almost every department. The difference between being a good facilitator and a great facilitator requires both training and experience.

The PD Training Facilitation Skills Course teaches you practical skills and techniques like promoting fairness, managing meetings and planning sessions to achieve productive outcomes, giving feedback and much more. These are skills that can be used immediately in the workplace and the course is now available throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Please click on the Public Class tab below to view our Facilitation skills course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

[Looking for something more advanced? Try the Advanced Facilitation Skills Training Course](#)

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## FACILITATION SKILLS TRAINING COURSE OUTLINE

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### FOREWORD

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, good facilitation can help any organisation have improved staff communications and interactions and ultimately make better decisions.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use when facilitating small meetings with staff.

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### OUTCOMES

**After completing this course participants will be able to:**

- ▶ Understand the role and purpose of facilitating
- ▶ Understand the qualities of effective facilitation
- ▶ Recognise group behaviours and know how to respond
- ▶ Understand the five P's when preparing to facilitate: purpose, products, participants, probable issues and process
- ▶ Understand the dos and don't's of effective facilitation
- ▶ Understand a decision-making process and how to apply De Bono's Six Thinking Hats
- ▶ Understand convergent and divergent thinking and when to encourage each
- ▶ Understand how to exercise control when facilitating and how to deal with challenges
- ▶ Understand how to facilitate virtually and the challenges that this brings

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### MODULES

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#### Lesson 1: The Peaceful Warrior

- ▶ The Role and Purpose of Facilitating
- ▶ The Limits of Facilitation
- ▶ Qualities of Effective Facilitation
- ▶ LDP Review – Facilitation Preferences
- ▶ Reflection

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#### Lesson 2: Just Add People and Stir

- ▶ The Ideal World
- ▶ The Real World
- ▶ Reflection

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### Lesson 3: Trusting in the Process

- ▶ Preparation
- ▶ Starting Off
- ▶ The Middle Bit
- ▶ The End Bit
- ▶ I Never Agreed to That! (keeping records)
- ▶ Reflection

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### Lesson 4: Making Decisions

- ▶ Tell Me Again, Why are We Here?
- ▶ Divergent and Convergent Thinking
- ▶ Building Consensus and Inclusive Solutions
- ▶ Reflection

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### Lesson 5: Maximising Interaction

- ▶ Exercising Control
- ▶ Encouraging Participation
- ▶ Dealing with Challenges
- ▶ Reflection

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### Lesson 6: Virtual facilitation

- ▶ Preparation
- ▶ Technology
- ▶ Maintaining Engagement
- ▶ Reflection

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### Lesson 7: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action
- ▶ References

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)