

Facilitation Skills and Techniques

The programme aims to sharpen the Organisational Trainer and Development Practitioners facilitation skills. The programme mainly focuses on the facilitation of learning but covers aspects of process facilitation as well. Some focus areas of this programme are:

- Understanding the facilitators role
- The process facilitation
- Understanding different sessions that need facilitation
- Planning and preparing the session
- Creating participation and using process tools
- Understanding group dynamics
- Evaluating a facilitated session
- Practical assessment



COURSE DURATION: 3 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 5
Credits: 10

Target Audience

The target audience would typically consist of sales, management, trainers and developers or any person interested in facilitation skills and techniques.

Training Methodology

The programme is a highly interactive one, where participants use simulation exercises and practical group work to achieve the workshop objective. Each participant will receive a workbook and be assessed during the workshop. The workshop offers a post workshop assignment, which will be used for the assessment purposes. Furthermore each participant will facilitate a 30 minute session and be assessed by co-learners and the workshop leader. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 3 day course will cover the following modules:

Module 1: Understanding facilitator's role:

- The concept of facilitation
- Differentiating between teaching and facilitating
- The task of the facilitator
- Typical assignments for the facilitator
- Basic assumptions and belief systems of the facilitator
- Differentiating between process and content
- Best and worst facilitator practices

Module 2: The process of facilitation:

- Designing the session
- Facilitating the session
- Assessing the session
- Using questions
- Managing resources

Module 3: Understanding different sessions:

- Facilitating learning
- Facilitating conflict
- Facilitating meetings
- Facilitating decision making and problem solving sessions

Module 4: Planning and preparing the session:

- Defining clear outcomes
- Creating a process that will achieve the outcomes
- Developing the facilitators plan
- Negotiating and getting process agreement with the client

Module 5: Creating participation and using process tools:

- Obstacles to participation
- Working with the difficult participant
- High participation techniques
- Systematic problem solving
- Root cause analysis
- A library of process tools and techniques

Module 6: Understanding group dynamics:

- Group behaviour theory
- Group dynamics process
- Using group dynamics to the facilitators advantage
- Working with power struggles within the group

Module 7: Evaluation of the facilitated session:

- Different types of evaluation
- Designing the evaluation form
- Processing the evaluation results
- Learning and growth through ongoing evaluation

Module 8: Practical assessment:

- Delegates will each facilitate a 30 minute session
- Delegates will also be evaluated by the facilitator and other delegates during this session

Bookings and Enquiries

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