

## FACILITATION SKILLS TRAINING - ONLINE INSTRUCTOR-LED 3 HOURS

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**COURSE LENGTH: 0.5 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.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across the United States, Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

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## FACILITATION SKILLS TRAINING - ONLINE INSTRUCTOR-LED 3HOURS 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.

**Looking for something more advanced?** Try the Advanced Facilitation Skills Training Course

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### OUTCOMES

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

- Understand the role and purpose of facilitating
  - 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

#### Lesson 1: Making Decisions

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

#### Lesson 2: Maximising Interaction

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

#### Lesson 3: Virtual facilitation

- Preparation
  - Technology
  - Maintaining Engagement
  - Reflection
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### WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)