



Facilitation Skills

Program Outline

Overview

Facilitating group sessions and team meetings is critical in the day-to-day management of business.

We will provide participants with the essential techniques and tools that will enable them to more effectively manage these sessions, while ensuring that the team develops and are committed to a set of actionable outcomes.

Topics

- Qualities of an effective facilitator
- Planning a facilitation
- Structuring & delivering the set up
- Building rapport with the group and winning their trust
- Key communication skills: exploring, listening and recapping
- Group process & decision making tools
- Managing group and individual dynamics
- Delivery skills: eye contact, voice and body language
- Facilitation role plays and simulations

Outcomes

- Facilitating group discussion and agreement
- Conducting interactive sessions that engage and involve the participants
- Managing sessions in an objective manner
- Generating excitement and free-thinking
- Guiding team towards an agreed outcome and actions

Duration

2 days for 8 participants (suggested maximum)