

## FACILITATION SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Effective facilitation skills are a highly desirable attribute for individuals who wish to manage meetings and planning sessions in New Zealand for more timely and productive outcomes. Facilitating is more than just setting a meeting time. It requires skills in presentation, negotiation, elaboration and communicating with stake holders.

The PD Training Facilitation Skills Training Course teaches you practical techniques like choosing a facilitated approach, encouraging participation and gathering information, addressing disruptions, using reframing techniques, using intervention when required and much more. You'll learn key skills that can be used right away and the course is now available throughout New Zealand, including Auckland, Christchurch or Wellington.

Please click on the Public Class tab below to view our Facilitation Skills course schedule by city or click the Client Site 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 in New Zealand. With its focus on fairness and creating easy decision making, proper facilitation can help any organisation 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 to facilitate small meetings. Learn about promoting and managing group participation, collecting evidence and gaining "buy-in", how to stay on track and remove distractions, handling difficult people and much more.

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### OUTCOMES

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

- ▶ Define facilitation & identify its purpose
- ▶ Understand the benefits of good facilitation
- ▶ Master the role & focus of a facilitator
- ▶ Differentiate between process & content of a group discussion
- ▶ Learn effective tools for preparing for an effective facilitation session
- ▶ Master techniques for effective facilitation from Tuckman & Jensen's stages of group development (forming, storming, norming & performing)
- ▶ Learn how to help a group reach a consensus and a final solution by encouraging participation
- ▶ Practice techniques for dealing with disruptions, dysfunctions & difficult people in a group setting
- ▶ Define what interventions are, when they are appropriate and learn how to implement them

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### MODULES

#### Lesson 1: The Peaceful Warrior

- ▶ The role and purpose of facilitating
- ▶ The Limits of Facilitation
- ▶ Qualities of Effective Facilitation
- ▶ LDP Review – facilitation preferences
- ▶ Reflection

#### 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!](#)