



**LEARNING+DEVELOPMENT  
PARTNERSHIPS**

**SUPPORTING ACHIEVEMENT AT WORK**

---

## **Facilitation Skills – Training Programme Overview**

### **Target Audience**

Team leaders, team members and internal consultants who need to use a facilitative approach to help others achieve results.

### **Purpose**

To develop the communication and interpersonal skills to work with teams and groups as a facilitator of process.

### **Outcomes**

Delegates will be able to: -

- Define the role of facilitator, the benefits and potential barriers
- Contract with a team or group to agree the requirements of a facilitated session
- Help a team to understand its dynamics and how a meeting/process is affected
- Identify a range of intervention approaches to help and support team effectiveness
- Guide a team through a defined process and to the outputs they require
- Demonstrate the interpersonal skills to work effectively with a team or group
- Identify how to build long term helping relationships.

### **Preparation**

Delegates are asked to complete a pre-training briefing with their line manager.

### **Programme Content**

- The role and skills of the valued facilitator
- Assessing how individual styles lend themselves to facilitation
- Managing yourself in order to facilitate others effectively
- Engaging and sustaining the interest of a team or group; maintaining pace and productivity
- Creative process design
- Identifying and agreeing the outputs and supporting process and building commitment to them
- Understanding and handling team/group dynamics
- Dealing with 'difficult' behaviour
- Practising facilitation and reviewing the application of learning
- Planning to apply the role of facilitator in the workplace.

### **Duration**

Two days from 0900 – 16.30.