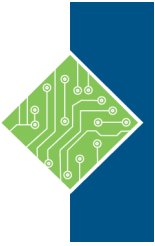


Advanced Facilitation Skills

Course ID #: 7000-868-ZZ-Z

Hours: 7



Course Content

Course Description:

When we picture a "facilitator", we probably imagine someone talking in front of a group. While this is part of the role, facilitation is so much more. Leading a meeting is as much an art as an indispensable strategic tool which transforms simple discussions into dynamic, results-oriented sessions. In part 1, we established purpose for our meetings and set the stage for the best possible outcomes. Here, in part 2, we ensure that purpose comes to life through your role as a skilled facilitator. Master the flow of conversation, provide a space for every voice, and unlock the hidden dynamics of your small group, panel, and more. Facilitation is more than steering a meeting; we elevate conversation into thoughtful and meaningful collaboration.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Define facilitation and identify its purpose and benefits.
- Clarify the role and focus of a facilitator.
- Differentiate between process and content in the context of a group discussion.
- Provide tips in choosing and preparing for facilitation.
- Identify a facilitator's role when managing groups in each of Tuckman and Jensen's stages of group development: forming, storming, norming and performing.
- Identify ways a facilitator can help a group reach a consensus: from encouraging participation to choosing a solution.
- Provide guidelines in dealing with disruptions, dysfunctions and difficult people in groups.
- Define what interventions are, when they are appropriate and how to implement them.

Prerequisites:

Facilitation Basics

Topics:

Lesson 1: Getting Started

- Workshop Objectives
- Action Plan
- Evaluation Form
- Pre-Assignment
- Pre-Test

Lesson 2: Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?
- Practical Illustration
- Review Questions



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Lesson 3: Process vs. Content

- About Process
- About Content
- A Facilitator's Focus
- Practical Illustration
- Review Questions

Lesson 4: Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data
- Practical Illustration
- Review Questions

Lesson 5: Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing
- Practical Illustration
- Review Questions

Lesson 6: Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing
- Practical Illustration
- Review Questions

Lesson 7: Reaching a Decision Point

- Identifying Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique
- Practical Illustration
- Review Questions

Lesson 8: Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own
- Practical Illustration
- Review Questions

Lesson 9: Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track
- Practical Illustration
- Review Questions

Lesson 10: About Intervention

- Why Interviewing May Be Necessary
- When to Intervene
- Levels of Intervention
- Practical Illustration
- Review Questions



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Lesson 11: Intervention Techniques

- Using Your Processes
- Boomerang it Back
- ICE It: Identify, Check for Agreement, Evaluate How to Resolve
- Practical Illustration
- Review Questions

Lesson 12: Wrapping Up

- Words from the Wise
- Lessons Learned
- Appendix
- Worksheet 1
- Worksheet 2
- Worksheet 3
- Worksheet 4
- Worksheet 5
- Worksheet 6
- Post-Assessment
- Recommended Reading

Register for this class by visiting us at:
www.tcworkshop.com or calling us at 800-639-3535