
Facilitation skills

Overview

What is the role of a facilitator?

The dictionary definition of, 'to facilitate' is "to make (an action or process) easy or easier". An alternative definition is "to promote the resolution of conflict".

In an increasingly complex and changing world, creating the environment in which people can working effectively together and where different views and interests are openly expressed and considered, is essential to ensuring that the best outcome is achieved. In this context, facilitation becomes much more than simply chairing a meeting or standing by a flipchart and writing down people's contributions.

This workshop, will provide participants with the knowledge, confidence, skills and tools needed to effectively plan and facilitate a group session in which all participants are able to make an effective contribution to the achievement of group outcomes.

Workshop outcomes

For participants to:

- be able to plan and structure a group session
- have an awareness of group dynamics
- have the confidence to flex and draw on an available range of techniques to manage the meeting process and maximise contribution
- accept confusion and frustration as a natural part of the group decision process as individuals struggle to express, understand and integrate ways of thinking different to their own.

Outline content

- Process and Content
- Managing the Boundaries
- Encouraging Participation
- Observation and Intervention
- Managing Group Energy
- Decision Rules
- Contracting

How long is the workshop?

2 days

Who is it for?

Anyone working in an environment where it essential that multiple views are heard and considered and conflict openly and effectively managed.

