



# ***Facilitation Skills***

## **Aims**

This course is designed to give individuals an insight into the skills and techniques required to facilitate teams in the business environment.

## **Objectives**

*By the end of this course you will be able to*

- Understand the value of facilitation as a business skill
- Understand how facilitation differs from, and links to, mentoring, coaching and managing teams and individuals
- Know when to adopt a facilitative approach and when not to
- Encourage others to reach their goal without unnecessary interference
- Use effective communication to ensure understanding

## **Who Should Attend**

Anyone who wants to develop their facilitation skills when working with colleagues and customers.

## **Course Content**

- What is facilitation?
- When is facilitation appropriate?
- Coaching versus facilitation as a method
- The individuals concerned
- Testing for understanding as opposed to questioning
- Building rapport with the group
- Questioning and listening
- The GROW model of coaching as a facilitating technique
- Applying the Tuckman's model
- Objective setting for individuals and teams
- Dealing with difficult individuals
- Giving feedback to teams and individuals
- Receiving feedback from others
- Understanding functional and emotional needs
- Action planning
- Facilitation with clients and other parties
- Practise what you have learned

**Duration**     1 Day