

Facilitation Skills: Managing Group Dynamics

Facilitation Skills: Managing Group Dynamics

Class Length: 4 Days

NASBA CPE : 20

Category: Business Skills

Sub Category : Communication Skills

Program Objectives:

By the end of the program, participants will be able to:

- Identify and explain the process and value of facilitation.
- Examine the core concepts and competencies required to understand the dynamics of group process and facilitation.
- Recognize group dynamics and balance between task and maintenance functions.
- Apply facilitation tools and techniques in a variety of situations.
- Ultimately improve their role as facilitators.

Program Outline:

Introduction

- The Whats and Whys of Facilitation
- How Facilitating Differs from Training and Presenting
- Desirable Facilitating Behaviors and Competencies
- Factors Affecting Facilitation
- Effective Facilitation: Managing Structure Not Content
- Content versus Process
- Group Process and Team Member Roles

Understanding and Using Quality Communication

- Characteristics of Effective Facilitators
- Active Listening:
 - Identifying Your Preferred Listening Style: The Personal Listening Profile
 - Encouraging Participation and Asking Questions
 - Types of Questions



ISO 9001: 2008 Reg. No: 660772



Facilitation Problems

- Handling Difficult Team Members
- Disrupting Behavior and Facilitator Action
- Resolving Group Conflict

Facilitation Tools and Exercises: The Facilitation Lab

- Tools for Generating Ideas: Brainstorming, Storyboarding, Mind Mapping, Cause and Effect Diagram, Force Field Analysis
- Tools for Narrowing and Selecting Ideas
 - Multi-voting and The Nominal Group Technique
- Tools for Evaluating Alternatives and Getting to Agreement
 - Plus and Minus Technique
 - Priority Analysis
 - Consensus and Team Building Activities

Sharing Feedback on Practical Facilitation Sessions Conducted by Participants



ISO 9001: 2008 Reg. No: 660772

