

**Duration**    **2 days**

### **Overview**

Facilitation is an important skill which helps organisations respond effectively to changing business environments. Facilitators are agents for change who have the ability and commitment to help individuals and groups improve their performance and achieve organisational goals.

This course will provide staff with the skills needed to become effective facilitators. We use a variety of teaching models including lecturer input, role-plays, individual exercises and group exercises to give delegates an opportunity to assess their current skill levels and identify any areas for change and personal development.

### **Recommended for**

This course is designed for any member of staff who may want to chair/facilitate a meeting, is involved in any staff disciplinary matters or wishes to run training events in a facilitative style. Managers who wish to adopt a facilitative style would also find this course useful.

### **Linked Programmes**

- Essential Communication Skills

### **Objectives**

At the end of the training the delegate will be able to successfully:

- List three characteristics of the role of the facilitator
- Identify their own preferred facilitation style and be able to modify it for different situations
- List the stages of team development and ways of interpreting group dynamics
- Identify the rôles people play as individuals in groups
- Identify appropriate behaviour patterns including neutrality, observation and intervention
- Describe the rôle the facilitator can take in assisting organisational change using the documentation and support provided.