FACILITATION SKILLS

Synopsis

Facilitation is an art and science and can be learned and improved upon with practice and it is a required skill for any project or team manager. The aim of this training is to provide participants with the fundamental understanding of group dynamics and the tools and techniques that will help them to work collaboratively with their teams in order to keep transition projects and programmes moving on time, on budget and delivered to meet the needs and requirements of stakeholders. This session will also increase the delegates confidence and competence in presenting results.

Training Objectives

The key objectives of this workshop are:

- To familiarize participants with the Facilitator role
- To learn and practice facilitation tools and techniques
- To increase the confidence and competence in facilitating meetings and presenting results

Training Benefits

After completing the workshop, the participants should be able to:

- Explain the role and identify the qualities of a facilitator
- Describe the 3 step process of facilitation
- Describe how facilitation can drive group dynamics
- Develop approaches and techniques to maximise team input
- Manage behaviours within teams
- Create and deliver presentation that works

Style and Structure/ Teaching methods

- Interactive „learning by doing" workshop
- The following teaching techniques will be used: short lectures, group discussions, case studies, check lists, team activities.

Course Program

Module 1: Introduction to Facilitation

- Ground Rules
- Definition of Facilitation
- Purpose of Facilitation
- Role and Skills of the Facilitator
- Other Roles

Module 2: Meetings

- Mechanics of Meetings
- Tips on Facilitating Teleconferences

Module 3: Questioning

- Broadening Questions
- Narrowing Questions

Module 4: Facilitation Process

- Step 1: Problem/Goal Identifications
- Step 2: Problem Resolution/Decision Making
- Step 3: Implementing Solution

Module 5: Groups Dynamics

- Group Decision Making
- Guidelines for Group Consensus Building
- Managing Behaviours
- Team Development

Module 6: Facilitations Tools and Techniques

- Brainstorming
- Cluster
- Voting
- Process Mapping
- Storyboarding
- Ishikawa Diagram – Fishbone
- Nominal Group Technique
- De Bono 6 Thinking Hats
- Solving Performance Problems

- Other techniques

Module 7: Presentation that works

- Opening and Closing
- Audience
- Purpose: convince, educate, motivate ....
- Content
- Time
- Tools
- Style
- Practionalities – 3 Ps
- Risks

Module 8: Facilitation in Practice – group activity

Module 7: Presentation in Practice – group activity

Module 10: Summary of the Workshop

Course Duration

2 days

Trainer's Bio

Małgorzata Kusyk, AgilePMO CEO and founder, project management expert, certified Project Manager PMP® PRINCE2P®, mentor, trainer and speaker worldwide, PMI Poland Chapter President.

Malgorzata has 14 years of experience of managing projects and leading multicultural high performance teams in Europe, America and Asia. She has also a few years of experience in implementing project management frameworks, optimizing processes and managing PMO, where she combines Agile with traditional approaches. She is the author of innovative project management training and an inspiring blog and an active member of Project Management Institute (PMI). She is known for her practical solutions based on her experience from global projects across multiply industries.