

COURSE CONTENT

- The role of the facilitator
 - Behaviour
 - Creating the environment
 - Ground rules
 - Process vs. content
- The tool kit
 - Types of questions and how to ask them
 - Divergent and convergent thinking
 - Active listening
 - Methods to engage
 - Setting ground rules
 - Transitions
 - Parking lots
 - Handling conflict
 - Body language
- The 4 phases of facilitation
 - Planning
 - Beginning
 - The body
 - Finishing
- Things effective facilitators do
 - Practice active listening skills
 - Draw people out
 - Clarify and challenge
 - Keep it focused and manage side tracks
 - Build on ideas by tracking, linking and providing feedback
 - Manage process – queue comments, ask for balance
 - Provide feedback
- Planning meetings
 - Objectives
 - Define what success looks like
 - Agenda
 - Resources
 - Briefing
- Techniques for managing behaviour
 - The talker
 - The interrupter
 - The antagonist
 - The non-engager
 - The bully
- Team dynamics, experience and the changing role of the facilitator