



## Office & Training Solutions Ltd

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### Course Outline – The Facilitation Process

#### Programme Aim:

To equip participants with the necessary skills and knowledge to become a more effective facilitator through increasing co-operation, participation and leading to greater outcomes

#### Programme Objectives:

**By the end of this session delegates will be able to...**

- Define and explore facilitation and highlight its purpose
- Explain John Heron's three facilitation styles
- Examine the skills and attributes of an effective facilitator
- Investigate participants learning style and group dynamics and their impact on the facilitator role
- Highlight practical steps to ensure an effective facilitation process
- Demonstrate a selection of facilitation techniques
- Summarise at least 10 tips for good facilitation

#### Programme Plan:

- **What is a facilitator**
- The Facilitation Framework
- John Heron's three facilitation styles
- Facilitators Hand Luggage
- Honey & Mumford Learning styles
- VAK Communication Styles
- Group dynamics
- Facilitation techniques – Mind Mapping, Brainstorming, 6 Thinking Hats, Clustering, The "T", SWOT Analysis, Weighted Voting Technique

#### Target Trainee Profile

Suitable for : Team leaders who want to improve the effectiveness of their teams,  
Managers who want to involve their employees in planning and decision making and  
Trainers/Presenters who want to improve participation among their audience

### **Training Approach**

Tutor input

Group discussions & exercises

Customized practice sessions

### **Training Duration**

This course is delivered over 1 day with an optional follow up mentoring session which can include live videoing of a facilitation session and feedback