



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 the impact of aspects of group dynamics to the facilitator role
- Highlight practical steps to ensure an effective facilitation process
- Demonstrate a selection of facilitation techniques through a customized practice session
- 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
- VAK Communication Styles
- Belbin Team Types
- Group dynamics – Containment and connection, group decision making, group formation stages
- Facilitation techniques – Brainstorming, Open, Narrow & Close, Edward De Bono 6 Thinking Hats, The Clock, Location Map,
- Practical application of facilitation skills

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