

Getting Others To Believe They Did It: Facilitation Skills for Leaders

What's in it for you?

Managers are increasingly expected to adopt a more facilitative style of working, both with their own teams and project groups, and there is growing evidence that in facilitating others, rather than telling, ownership and commitment is greatly increased. This course will provide you with the tools and techniques to facilitate others to achieve results. You will explore how groups work together, how they get stuck and what to do if this happens. You will also work on your one-on-one facilitation style.

What you will get out of it

By attending the course you will:

- Learn to use facilitation skills to help groups and teams achieve higher levels of performance.
- Understand group dynamics and the factors that hinder groups working effectively.
- Identify effective group intervention strategies.
- Have enhanced confidence and skills to tackle difficult and challenging group situations.
- Have increased confidence in using facilitative questions in small meetings and in one-on-one situations.

Key Themes

- Key elements of group dynamics.
- Problem solving techniques.
- Importance of non-verbal behaviour.
- Recognising and resolving conflict.
- Giving and receiving feedback.
- Types of interventions: when and how to apply these.
- Timing is everything: when to make interventions.

What's Involved

The course is very practical and you will get to learn a variety of techniques that enable you to become a great facilitator. You will facilitate some group sessions in which you will receive structured and practical feedback from the tutor and course colleagues. Theoretical input by the tutor is short and sharp then discussed by course members. All practical exercises and CCTV sessions use work-related materials whenever possible.

“The most effective facilitators in learning processes are not trainers but line managers themselves” PETER SENGE