



## FACILITATION

The use of facilitation is an increasingly important part of business life, since a collaborative approach to working is widely recognised as the most effective way to make decisions, capture requirements, plan projects and gain consensus.

The focus is on a team-based approach, with the right people and skills being brought together to produce high quality outputs in a short time. In order to do this successfully, a trained facilitator is essential.

## WORKSHOP FACILITATION TECHNIQUES

This course is designed to explore the rich communication skills and techniques required to successfully facilitate workshops and meetings in a business context. Interactive theory and practical sessions engage delegates in a variety of realistic scenarios. From ice breakers and energisers to handling difficult people and situations, this course is the ideal choice to discover and develop new facilitation skills.

### Course Objectives

*This course will enable delegates to:*

- Facilitate workshops
- Choose techniques to improve the effectiveness of workshops
- Understand and handle difficult people and situations
- Understand their own impact and effect on a workshop
- Find materials and networks to further develop their learning and skills as a facilitator

### Who Should Attend

*Those who are likely to be involved in facilitation, including:*

- Project Managers
- Team Leaders
- Business Analysts
- Systems Analysts
- Facilitators requiring a refresher for their skills and exposure to new ideas and techniques
- Those wishing to improve their effectiveness at running workshops and business meetings

**Course Duration:** 2 days

**Course Code:** WFT

### Practical Work

The course includes a significant amount of practical facilitation work. Delegate numbers are kept small to provide an environment which is supportive and constructive.

### Detailed Course Content

#### **Manage the Event**

What is a facilitator  
What does the facilitator manage  
What is a workshop  
NLP and well-formed outcomes  
Planning the workshop  
Checklist for success

#### **Manage the Process**

What happens in workshops  
Choosing appropriate decision making techniques  
Techniques for managing the process  
Force field analysis  
Ishikawa diagram  
Gap analysis

#### **Manage Groups & Individuals**

Self awareness  
Group dynamics  
Difficult people and situations  
Techniques for managing dynamics

#### **Paradigm Preserving, Stretching and Breaking**

Group stages  
Group maturity levels  
Techniques for different levels and stages  
Icebreakers and energisers

*(continued overleaf)*

### Pre-requisites and evening study

There are no pre-requisites for the course. There is some informal work on the first evening, where delegates choose a technique to practice and prepare a workshop for the following day.



**Detailed Course Content (continued)**

**Completing the Process**

- Support organisations
- Tools
- Networks
- Qualifications

**Evening Study**

- Preparing a workshop

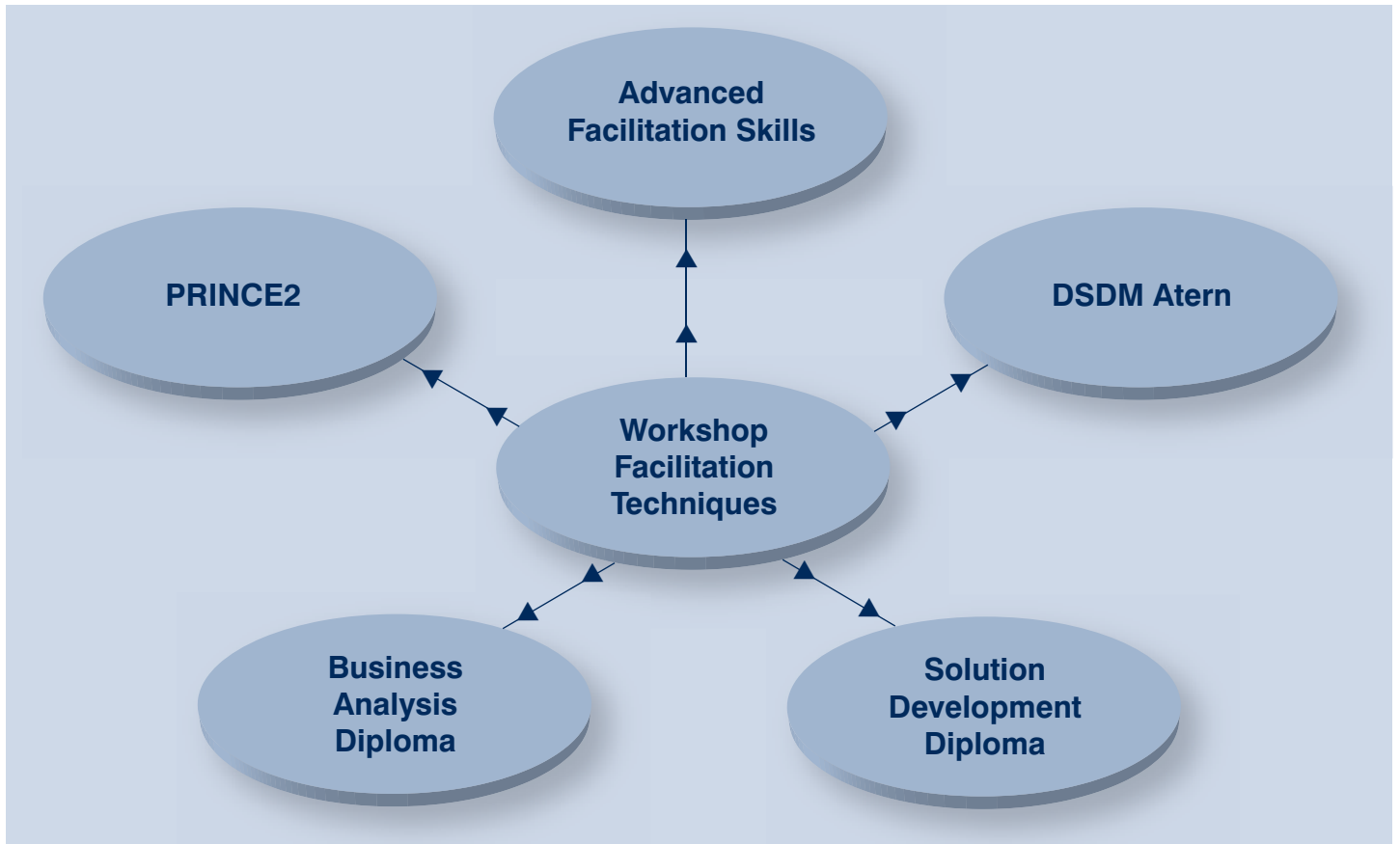
**More Information**

If you would like to discuss anything further, please email us at [contact@tcc-net.com](mailto:contact@tcc-net.com)

For upcoming dates on our public schedule and prices, please visit our website at [www.tcc-net.com](http://www.tcc-net.com)

If you have four or more people to train and would like this course run in-house, please **call us** for further details.

**Related TCC Training Courses**



WFT201