

Facilitation Skills

Facilitation can be a very powerful method of problem solving in groups. Its success depends on the facilitator's skill to control and guide an event or team towards its objective.

By the end of the course delegates will be able to:

- understand what is expected from a facilitator
- be able to handle difficult situations with confidence and without causing offence
- facilitate in a tricky situation

The course includes:

Role of the facilitator

- accepting there is a difference between process and content

Skills necessary

- understanding group dynamics
- levels of intervention
- setting the ground rules

Determine the skills required

- ability to stay neutral
- people vs. task issues
- deciding what is expected from the facilitator

Being firm and fair

- handling difficult situations
- avoiding stress
- acquire mental agility

This course is suitable for managers and supervisors who want to develop more effective non-directive leadership styles which will help in handling difficult situations more effectively.

Duration: 2 days

