

# Certified Courses



# Essential Facilitation Skills and the Psychology of Groups

## INTRODUCTION

- This Essential Facilitation Skills and the Psychology of Groups training course is a unique, engaging and will give you a set of excellent transferable group facilitation skills. This is a very practical course delivered excitingly and appealingly.
- With this course, it is aimed at professionals who are involved in projects that require bringing together diverse to gather and share knowledge, solve problems, and build better working relationships. Small-group facilitation skills are essential to design and deliver useful and engaging activities.
- A facilitator is someone who uses knowledge of group processes to formulate and deliver the needed structure for meeting interactions to be effective. A facilitator focuses on group dynamics, allowing the participants to focus on their work together. The course is taught by an experienced workplace psychologist and professional facilitator.

**This training course will highlight:**

- The psychology of the group
- How to plan group interventions to deliver outcomes?
- Guiding principles for facilitators
- Practical tools for facilitation
- Steps for planning and structuring exercises

## OBJECTIVES

**At the end of this training course, you will learn to:**

- Understand the facilitator role and basic principles of group processes
- Plan and structure an effective small group session, paying attention to helpful structures and interventions before, during and after a group event
- Use a variety of methods to direct and guide groups
- Identify and flex your facilitation style with self-awareness, authority and presence
- Develop strategies for managing dynamics in diverse cross cultural and inter-generational groups
- Accurately and skillfully capture and summarises information

## TRAINING METHODOLOGY

- This Essential Facilitation Skills and the Psychology of Groups training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension, and retention of the information presented. This includes stimulating presentations supporting each of the topics together with interactive trainer lead sessions of discussion.
- There will also be practical sessions where the participants can practice and experience course-related activities. Practical and fun exercises, short video presentations, small group work, and feedback will be used to facilitate learning.

## ORGANISATIONAL IMPACT

The participants on this Essential Facilitation Skills and the Psychology of Groups training course will have a very positive impact on the organisation, including:

- Staff promoting facilitated sessions to enhance learning and development
- Improved employee engagement
- Build and enhance facilitation skills company wide
- Involve everyone in the meeting, including drawing out the quiet participants and controlling the domineering ones
- Increased use of appropriate facilitation methods throughout the organisation
- Improved inter-personal interactions

## PERSONAL IMPACT

- Understanding team dynamics and how to facilitate different types of group members
- Applying facilitation skills and other group-oriented techniques appropriately
- Developing practical, transferable skills
- Awareness and understanding of cross-cultural issues
- Comprehending the context and dynamics from which specific issues arise
- Increasing commitment to ongoing professional development

## WHO SHOULD ATTEND?

This training course is suitable for a wide range of professionals but will greatly benefit:

- Anyone who facilitates or runs meetings
- Training & Development Staff
- Managers and Leaders who need to facilitate groups
- Project Management Professionals who need to facilitate small groups
- HR Professionals
- HR Business Partners
- Professionals who need to facilitate external groups

## Course Outline

### Fundamentals of Facilitation

- Facilitation Explained
- Establishing Ground Rules
- How A Facilitator Differs from A Presenter?
- Four Guiding Principles for Facilitators (ORID)
- Changing Role of the Facilitator

### The Group Dynamic & Avoiding Defensiveness

- The Difference between Groups and Teams
- Group Entitativity
- The Stages of Group Development
- Understanding Group Dynamics
- Groupthink - Avoiding Flaws in Group Decision-making

### The Dynamics of Facilitation & Cultural Issues

- Principles Underlying Facilitation of Learning
- The Six Dimensions for Facilitation
- Planning and Structuring Exercises
- Cultural Issues in Facilitation
- Understanding and Responding to Cultural Differences

### Practical Tools for Facilitation

- Room Setup Considerations
- Roles in a Group Facilitated Exercises and Meetings
- Planning and Structuring
- Dealing with 'Difficult' People
- Seven Techniques for Small Group Work

### A Specialist Facilitation Technique: The World Café

- Introduction to the World Café Methods
- The Advantages and Disadvantages of the Method
- World Café Conversations, Guidelines, and Design Principles
- Five Ways to Make Collective Knowledge Visible



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