

## Critical Facilitation Skills for Leaders

### Overview

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Students will learn how to develop and apply facilitation techniques to support their team at every stage of the team life cycle. Students will enhance their interpersonal competencies and observational abilities to deal with disruptions and more.

### Target Audience

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Leaders and professionals who manage teams or groups and are responsible for their outcomes.

### Course Objectives

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After completing this course, students will know how to:

- Apply techniques to encourage participation and reach consensus
- Utilize facilitative questioning techniques
- Recognize indicators to facilitate each stage of the team process
- Deal constructively with disruptions and typical problem behavior
- Implement interventions appropriately
- Plan and run a focused discussion, meeting or event

### Course Outline

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#### 1 - The Importance of Facilitation

Being an Effective Facilitator  
Harnessing Knowledge, Experience, and Diversity  
Encouraging Group Motivation and Commitment  
Observing the Team Process

#### 2 - Facilitating Process and Content

Identifying Process and Content Elements  
Managing the Flow  
Resolving Tensions and Disagreement

#### 3 - Setting the Stage for Facilitation

Laying the Groundwork,  
Educating Participants, and Securing Support  
Selecting the Right Facilitator  
Planning for a Facilitated Meeting

#### 4 - Facilitating Team Development

Encouraging Participation  
Recognizing Stages in the Team Life Cycle  
Supporting the Team through the Stages

#### 5 - Building Consensus and Reaching Decisions

Gathering and Presenting Data  
Synthesizing and Summarizing  
Identifying Options and Brainstorming  
Facilitating SWOT Analysis  
Creating a Short List  
Using the Multi-Option technique

#### 6 - Disruptions, Dysfunctions and Interventions

Handling Disruptions and Difficult Behavior  
Addressing Dysfunction  
Agreeing on Ground Rules  
Restating and Reframing

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