

## FACILITATION SKILLS

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**COURSE LENGTH: 1.0 DAYS**

What is the role of a facilitator in an organization in Malaysia? A good facilitator is the one who plans, guides and manages a team event in order to make sure that the team's objectives are achieved effectively, with clear thinking, full involvement and complete buy-in from every person who is concerned. A facilitator must possess excellent facilitation skills to create better, timelier decisions, promote fairness, and to manage meetings and planning sessions for timely and productive outcomes.

Hence, if you are a team leader who is accountable for guiding a team then this dynamic course is for you! This Facilitation Skills training course from PD Training teaches practical techniques to enhance your facilitation abilities, so that the team can accomplish a victorious decision, resolution or conclusion. This course is available now in Kuala Lumpur and throughout Malaysia.

Looking for something more advanced? Try the Advanced Facilitation Skills Training Course

This Facilitation Skills training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Click on the Group Training Quote button, or contact us today for a free personalized quote!

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## FACILITATION SKILLS COURSE OUTLINE

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### FOREWORD

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness, and creating easy decision making, proper facilitation can help any organization in Malaysia to make better decisions and create better environments for staff creativity and productivity.

Learn key skills like what is the role of a facilitator, the difference between process and content, effective tools that can be used, bringing the group to a consensus and much more.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings, training courses or brainstorming sessions and team building events.

**Looking for something more advanced?** Try the [Advanced Facilitation Skills Training Course](#)

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### OUTCOMES

**After completing this course participants will be able to:**

- Define facilitation & identify its purpose
  - Understand the benefits of good facilitation
  - Master the role & focus of a facilitator
  - Differentiate between process & content of a group discussion
  - Learn effective tools for preparing for an effective facilitation session
  - Master techniques for effective facilitation from Tuckman & Jensen's stages of group development (forming, storming, norming & performing)
  - Learn how to help a group reach a consensus and a final solution, by encouraging participation
  - Practice techniques for dealing with disruptions, dysfunctions & difficult people in a group setting
  - Define what interventions are, when they are appropriate and learn how to implement them
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### MODULES

#### Lesson 1: The Peaceful Warrior

- The Role and Purpose of Facilitating
- The Limits of Facilitation
- Qualities of Effective Facilitation
- REACH Review – Facilitation Preferences
- Reflection

#### Lesson 2: Just Add People and Stir

- The Ideal World
- The Real World
- Reflection

#### Lesson 3: Trusting in the Process

- Preparation
- Starting Off

#### Lesson 4: Making Decisions

- Tell Me Again, Why are We Here?
- Divergent and Convergent Thinking

- The Middle Bit
- The End Bit
- I Never Agreed to That! (keeping records)
- Reflection

- Building Consensus and Inclusive Solutions
- Reflection

### Lesson 5: Maximising Interaction

- Exercising Control
- Encouraging Participation
- Dealing with Challenges
- Reflection

### Lesson 6: Virtual facilitation

- Preparation
- Technology
- Maintaining Engagement
- Reflection

### Lesson 7: Reflections

- Create an Action Plan
- Accountability = Action
- References

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)