

Facilitation Skills - Sample



Aims and Objectives

Aims of Facilitation Skills

Effective facilitation skills supports others to maximise their contribution in team or group situations to create strong dynamics and deliver highly effective results. It is a useful tool in managing change and innovation within an organisation.

Objectives

- To understand what facilitation means
- To appreciate the importance of self-awareness and that of others
- To identify and develop the core behaviours in facilitation
- To clarify how to deal with difficult people and situations
- To provide a range of tools and techniques
- To provide feedback on facilitation skills practiced



Tools to support facilitation

- ❖ Boomerang
- ❖ Use of body language
- ❖ Listening for background conversations
- ❖ Deal with or defer
- ❖ Say what's going on



Case Study

Facilitator

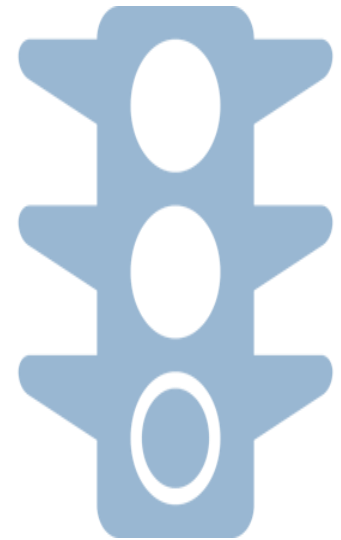
Discussions have taken place between two departments to resolve a systems issue. They have been unable to agree a course of action, you have been asked to help them to get resolution.

- The IT team are not prepared to release any more resource for this issue as they are currently stretched and this is perceived as unnecessary
- The Marketing team need to have the process reviewed as they feel sales are being missed through this issue.

Plan how you manage this meeting

Putting into Practice

- ❖ What actions are you going to take
- ❖ What will you continue to do
- ❖ What will you stop doing



Want to know more?

Additional Topics to consider

- Presentations
- Coaching
- Training
- Action Learning
- Managing Meeting



Books

- Influencing with Integrity – Genie Z Laborde
- The Facilitation of Groups – Dale Hunter, Anne Bailey and Bill Taylor
- Open Space Technology – Harrison Owen