Facilitation Skills for Effective Groups

Workshop Description:

Both external and internal facilitators are increasingly in demand to assist groups and teams in getting work accomplished effectively and efficiently. This workshop focuses on the role and competencies of the facilitator in effectively managing group process, group dynamics and differences among group members. Among the subjects explored are contracting around role and outcomes, design of agenda and process, stages of group development, observing and giving feedback, and managing group conflict.

Workshop Outcomes:

By the end of this workshop participants will be able to:

- Understand the roles and function of the facilitator within an overall consulting framework
- Recognize challenges and tensions within the facilitator role
- Identify the difference between external and internal facilitators
- Manage conflict constructively within group settings
- Enhance competence and confidence of facilitator skills and strategies

Workshop Outline:

- Facilitation: definition and role
- Managing individual differences
- Contracting
- Designing a process
- The first meeting
- Managing overt group behavior
- Managing covert group behavior
- Helpful tools for problem solving and decision making
- Strategic planning and visioning process

Learning Format:

- Mini-lectures
- Demonstration
- Skill practice
- Case analysis
- Role-plays

Workshop Includes:

- Participant Workbook
- Handouts
- Individual Assessment Instrument