

# The Professional Facilitator

**This practical two-day workshop aims to provide participants with the necessary skills to better manage group sessions and as a result enhance the kinds of outcomes that are achieved in those sessions.**

## Specifically the course is designed to:

- Introduce the facilitation cycle as a guide to managing group dynamics, and provide
- An awareness and understanding of the key skills involved in facilitation
- An introduction to tools and techniques that can improve individual facilitation skills
- Practical experience of facilitating in a safe environment, and receiving constructive personal feedback

## Program Content

- What is facilitation?
- The mechanics of the Facilitation Cycle
- Intervention – When & How
- Managing conflict within the group
- Helping groups to make good decisions
- Dealing with a diverse range of people
- Observing effective facilitation
- Facilitation in action

## Program Outcomes

By the end of the program, participants will:

- Know where facilitation fits in the training and development spectrum
- Know what good facilitation looks like – the key skills and behaviours of an effective facilitator
- Identify personal strengths and development areas
- Define the barriers to effective facilitation
- Know when and how to intervene in the facilitation process

- Be able to effectively manage conflict within a group discussion
- Be able to help groups make decisions
- Demonstrate the ability to facilitate a group session

## The program is designed to be:

- Highly practical and participative
- Provide a number of practical opportunities to put the new learning into practice.

## Who should attend?

- Team leaders and managers who lead meetings, run training courses and workshops
- Trainers, presenters and facilitators who want to improve their understanding of group dynamics and improve their skills in managing different types of people
- People who have attended the TMI Presentation Skills program and want to further improve their skills

## Program Duration

2 days

Please note: It is possible to run a 3 or 4 day program by combining the 'Presenting with Impact' and 'Professional Facilitator' programs, or mixing and matching content from both to create a unique course to meet your specific objectives.